



Australian Government
Defence



**REVIEW: AUSTRALIAN PUBLIC SERVICE (APS)
POST DEPLOYMENT SUPPORT**

Policy Owner:	APS People Policy
Policy Authority:	Section 24(1) <i>Public Service Act 1999</i>
Date Approved:	September 2023
DPG policies and guidance are of a permanent nature and remain in force until cancelled or amended (Note: People policies and guidance are to be reviewed by the policy owner, at a minimum every three years, and repromulgated where change to context is necessary).	



Review: APS Post-deployment Support

1.1 Introduction

In September 2022, a letter addressed to Deputy Prime Minister, Richard Marles was submitted by a former APS employee expressing concerns on the lack of perceived post support services offered to its Defence civilians (APS employees) post deployment overseas. A review was requested to identify if there was a gap in post deployment services between ADF and APS personnel.

A review of our current service offered to APS employees and ADF members pre and post deployment has been conducted, and the following has been noted:

1.2 Pre-departure requirements (APS and ADF personnel)

- Employees preparing to depart to an Area of Operation (AO) are to meet Joint Health Command (JHC) health standards, and are required to undergo medical and dental health checks. Employees who do not meet the required standards are not deployed in an operational area.
- Employees who depart to an AO, under the *Defence Force Discipline Act 1982*, are included as a member of the force under the Status of Forces Agreement, civilians are under Australian law rather than host nation law.
- Whilst it is acknowledged that at times employees are operationally integrated with the ADF, they are not eligible to claim workers compensation under the *Military, Rehabilitation and Compensation Act 2004* (MRCA), rather as an employee, they are covered under the *Safety, Rehabilitation and Compensation Act 1988* (SRC Act).

Each employee in an AO will have specific duties and responsibilities as determined by their Group in consultation with Joint Operations Command. The employee is to be briefed and supplied in writing with a duty statement detailing their responsibilities while in the AO.

- Employees selected to work in an AO are to attend the force preparation course conducted by 39 Personnel Support Battalion (39PSB).

1.3 Health Requirements

- The employee and a JHC assessor will be required to complete a series of medical and dental assessments prior to departure.
- The employee must pay for additional dental procedures if required. If a Group requires further clarification on a condition identified in the medical check, they may refer the employee to a specialist or General Practitioner for further reports to be obtained. This review is funded by Defence but any further procedures will be at the employee's expense.

1.4 Conditions of Employment in AO

- If it should become necessary, emergency care, acute medical care, acute dental care and outpatient support (as defined in JHC Instructions) is arranged and provided to all employees in an AO at the expense of Defence.
- An employee who becomes ill or is injured in an AO is not required to apply for Personal leave while they remain in the AO or travel to another location for treatment prior to returning to Australia.
- While on operational support duty, employees will be afforded the same level of medical, including psychological, support as is provided to Australian Defence Force members.
- Employees continue to be covered for workers' compensation under the *Safety Rehabilitation and Compensation Act 1988* while in the AO and during all associated travel
- Meals and accommodation are provided to employees by Defence.

Employees are paid Operational Support Allowance and Operational Hours Allowance while employed in an area of operation classified as either warlike or non-warlike.

1.5 Return to Australia

- Within four weeks of arriving back in Australia, all employees are to undergo a post AO employment medical examination. There is no requirement for employees to undergo return to Australia dental examinations.
- Where Australian Defence Force Psychology Support Teams are deployed, employees are required to undergo Return-to-Australia Psychological Screening (RtAPS) prior to leaving the AO. RtAPS is to be conducted by the deployed Psychology Support Team within 14 days prior to departure from the AO. Where there are no psychologists available in theatre RtAPS is to be completed within seven days of returning to Australia.
- Defence have a duty of care towards all personnel returning home from deployments. To ensure that no injuries or illnesses have resulted from the deployment you are required to undergo a mandatory medical assessment. It is the members (including APS) responsibility to arrange the assessment within four weeks of return.

This policy draws its authority from the Enterprise Agreement. APS employees, their supervisors and managers are required to comply with this policy and consider the supporting guidance available to them in making their personnel related decisions. This compliance is a lawful and reasonable direction given in accordance with section 13(5) of the *Public Service Act 1999* and for ADF supervisors and managers constitutes a 'general order' for the purposes of the *Defence Force Discipline Act 1992*.

2.1 Compensation Act (ADF members)

The Department of Veterans' Affairs (DVA) is an Australian Government department, established in 1976, and charged with the responsibility of delivering government programs for war veterans, members of the Australian Defence Force, members of the Australian Federal Police, and their dependents.

There are different laws that set out rules for DVA to assist with health care and benefits. The laws that cover a member will depend on when they served, and the type of military service performed.

2.2 The Veterans' Entitlements Act 1986 (VEA)

Covers service in wartime and certain operational deployments, as well as certain peacetime service between 7 December 1972 and 30 June 2004.

2.3 Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988 (DRCA)

Provides rehabilitation and compensation for injuries and diseases caused by:

- peacetime and peacekeeping service up to and including 30 June 2004
- operational service between 7 April 1994 and 30 June 2004.

2.4 The Military Rehabilitation and Compensation Act 2004 (MRCA)

Provides rehabilitation and compensation coverage for members of the Australian Defence Force (ADF) who served on or after 1 July 2004.

2.5 DVA – Veteran White Card entitlements to ADF members

From the information that was gathered, the one clear gap in entitlements for APS and ADF members comes post deployment. Currently, ADF members are entitled to a Veteran White Card or 'White Card'.

The White Card is a treatment card that can provide medical treatment for:

- Accepted service-related injuries or conditions
- All mental health conditions (for veterans with Continuous Full Time Service or certain reserve service)

Eligibility for a White Card for service-related injuries or conditions if:

- Current or former ADF member, including reservists and cadets, with a service-related injury or condition accepted by DVA
- A Commonwealth or allied veteran with a service-related injury or condition accepted by the country of service

White Card can cover treatment for any mental health condition if:

- Have there is at least one day of CFTS with the ADF
- Are a reservist and have completed disaster relief service, border protection service, or were involved or were involved in a serious service-related training accident.

3.0 Compensation Act (APS employees)

Comcare is the Australian Government agency responsible for providing workers' compensation coverage for Defence APS employees whilst in Australia and in AO. Comcare's support ensures that employees receive the necessary assistance and compensation to help them recover and return to work effectively after a work-related incident.

Under the *Safety, Rehabilitation & Compensation Act 1988* (SRC Act), Defence employees can claim benefits for injuries or illnesses that were contributed to, to a significant degree, arise out of or in the course of their employment; or contributed by employment. This includes coverage for physical injuries, mental health conditions, and aggravation of pre-existing conditions.

Employees can claim medical expenses, income support for periods of incapacity, rehabilitation services, and vocational assistance to aid their return to work.

The SRC Act ensures that employees have access to comprehensive support and resources to recover and rehabilitate effectively from work-related injuries or illnesses.

4.0 Post deployment support for APS employees

The Defence Employee Assistance Program (EAP) is a free, confidential and professional counselling service available to Defence APS employees (APS), Australian Signals Directorate (ASD) employees, Australian Submarine Agency (ASA), Australian Defence Force (ADF) Reservists, ADF Cadets, Officers and Instructors of ADF Cadets and their immediate families, and their supervisors/managers.

Review: APS Post-deployment Support

The purpose of EAP is to provide short-term professional support (up to four sessions per employee or immediate family member), to resolve both work-related and personal issues. Emergency support is available 24 hours a day, 7 days a week. APS employees are able to attend their first session during work time, however, will need to arrange a suitable time with their supervisor. The issue being discussed at the EAP session does not need to be disclosed. If you attend the session during your own time, you do not need to inform anyone that you are accessing the EAP service.

5.0 Observations

Services provided	ADF	APS
Pre deployment medical and dental check	X	X
Compensation covered under the <i>Military, Rehabilitation and Compensation Act 2004</i> (MRCA) while in AO	X	
Access to medical treatment through DVA via white card post deployment	X	
Compensation covered under the <i>Safety, Rehabilitation and Compensation Act 1988</i> (SRC Act) while in AO		X
Access to 4 sessions of psychological support through EAP		X
Attend force preparation course	X	X
Emergency care, acute medical/dental while in AO	X	X
Access to psychological support while in AO	X	X
Post deployment medical/dental examination	X	X
Post deployment psychological screening (RtAPS)	X	X
Ongoing support services post deployment	X	

6.0 Conclusion/Recommendations

There were a number of gaps in supports offered to ADF and APS personnel post deployment, however the most notable was the lack of ongoing psychological treatment to APS employees post deployment.

Whilst psychological treatment can be accessed if a compensation claim is accepted under the SRC Act, without having a current claim accepted a current APS employee will only be eligible for 4 psychological sessions through Converge.

Whereas, ADF members are automatically provided with a white card through DVA post deployment for accepted service-related injuries or conditions, and all mental health conditions which provides unlimited access to mental health support.

Defence recognises the importance of mental health support to all its employees, and even more so for those who have been deployed. In light of the gaps identified above, a specifically tailored program has been created through Converge to provide APS employees with psychological support post deployment. It is intended that the APS employee (current and former) will be eligible for 12 free counselling sessions, and where identified/needed, these sessions can be extended to provide further assistance.

The Post-Deployment support will be provided by senior Converge consultants who have experience working with people who have been on deployment, and people presenting with

Review: APS Post- deployment Support

adjustment-related and/or trauma-related signs and symptoms such as: negative cognitions, sleep disturbance, hypervigilance, avoidance, other symptoms of anxiety or depression, stress, uncertainty, etc.

Sessions will focus on the individual's presenting needs, mitigating and managing any risk or vulnerabilities, and increasing wellbeing, health and resilience. The consultant will assist APS employees to identify specific, realistic and tangible goals and actions they can commit to in order to enhance and improve their wellbeing. This may include practical goals and actions in relation to nutrition, exercise, sleep, social relationships and other wellbeing factors.

This bespoke support may also include:

- Psychoeducation about normal responses to abnormal events, such as incidents they have witnessed or experienced while on deployment
- Signs and symptoms of trauma and vicarious trauma to watch out for
- Support with managing symptoms of anxiety, depression or stress
- Providing tips on maintaining boundaries, managing rumination and switching off from thoughts about past events
- Monitoring for signs of risk of harm to self or others
- Referring for other specialised help if required (e.g. medical, drug and alcohol support, psychiatrist).

Attached is a quote and proposal of the program through Converge, which provides an extensive overview of the services and parameters of this service.

Defence remains committed to the health and wellbeing of its people, and the introduction of this program is one step closer to ensuring a supported workforce.

s47E(d)

Reference material:

- Defence Mental Health and Wellbeing Strategy 2018-2023
- WHS Psychosocial Hazard Identification and Risk Assessment Tool

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BRIEF FOR FASPS&W:

GAP IN APS MENTAL HEALTH SUPPORT POST DEPLOYMENT

Branch: **Work Health Safety**

Branch Reference: MC22-002914 & EC23-004831

Recommendation

That you:

- (a) **Endorse** the approach of a tailored program through Defence's Employee Assistance Program vendor (currently Converge) to address the gap of post deployment supports to APS employees (current and former).
- (b) **Note** the Post Deployment Support Review paper (Attachment A) summarises the context and different supports offered to both ADF members and APS employees, including the gap that needs addressing.

Key Issue

- 1. Post deployment, following initial support, an APS employee only receives access to ongoing mental health support if a workers' compensation claim is submitted, and accepted.

Background

- 2. Former APS employee s47F submitted a ministerial to Deputy Prime Minister Richard Marles in September 2022 concerning support to APS employees who deploy on warlike operations. Defence People Group conducted a review to investigate the gap in support services offered to APS employees post deployment.
- 3. To improve supports to APS employees post deployment, a tailored program is proposed through Employee Assistance Program (EAP) vendor, Converge (Attachment B). The program will help ensure post deployment support is provided to current and former APS employees, in the form of ongoing monitoring by an allied health professional, and ensure appropriate and timely assistance is provided post deployment.
- 4. Where an APS employee is identified as needing further support, Defence will assign a case manager to ensure that they are provided with adequate support and guidance. Up to 12 EAP sessions will be offered per individual, with an option for further sessions if required.
- 5. The above mentioned service will be opt in, and will be added to the APS People Policy. Communication will be required to go through units to ensure there is knowledge of this new service provision. The program is available immediately.
- 6. The cost of delivering this program is estimated to less than s47E(d). Approximately 100-150 APS employees who deploy (rough estimates) to Areas of Operation (AO).

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s47E(d)

JOHN LOVE ASWHS Tel: s47E(d) M: s22 November 2023		(a) ENDORSE / PLEASE DISCUSS s22 CASSIE HAYNES FASPS&W November 2023	
Contact Officer	s47E(d)	W: s47E(d)	Mob: s22
Action Officer	s47E(d)	W: s47E(d)	

Attachments

- A. Post Deployment Support Review
- B. Department of Defence – Post-Deployment Counselling – Converge International

CONVERGE INTERNATIONAL

Department of Defence – Post-Deployment Counselling

s47F

Regional Relationship Manager

s47F

National Risk and Assessment Manager

s47F

20 December 2023

CONVERGE PRODUCTS OVERVIEW

Our approach is based on rigour and evidence.

- it's why we work hard to discover the real issues and how we create the most proactive wellbeing solutions for you and with you.

s47F

We partner with you to increase the effectiveness and wellbeing of your people, designing and delivering relevant consulting and training services with measurable results. Our services are underpinned by up-to-date industry research and extensive customer feedback, backed by best practice approaches that focus on maximising engagement and achieving great outcomes.

We specialise in understanding workplace behaviours and are at the forefront of instigating positive behavioural change in a range of industries that are both durable and deliver an exceptional return on investment.

OUR WELLBEING APPROACH

s47G

For organisations that care about their people, not just because it's good business, but because it's the right thing to do.

CUSTOMER DETAILS

Date of referral: 7 September 2023

Company name: Department of Defence

Contact person: s47E(d)

Title: Assistant Director APS Rehabilitation

Email: s47E(d)@defence.gov.au

Phone: s47E(d)

OUR UNDERSTANDING OF YOUR NEEDS

The APS Rehabilitation area within the Department of Defence is seeking Post-Deployment Counselling support for APS staff members (former and current) who are deployed, because at present they are only able to access EAP support unless they submit a compensation claim.

There are approximately s47E(d) APS staff members who go on deployment per year, and while they do not go to 'frontline' areas, there may be some individuals who would like to access some counselling support upon their return to Australia. There are also former APS employees who have served in areas of operation (AO) in the service agreement who may also access the service.

In response to these needs, Converge would like to offer **Proactive Welfare Check In Calls** and **Post-Deployment Counselling**.

Welfare Check In Calls

It is proposed that Converge can provide **Proactive Welfare Check In Calls** to APS staff members (former and current), where they will receive a telephone call from an experienced Converge consultant who will conduct a brief, semi-structured clinical interview involving a series of wellbeing-related questions and, if appropriate, provide advice on referral options for support services.

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Service Overview

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Post-Deployment Counselling

The Post-Deployment Counselling support will be provided as a proactive psychological wellbeing check-in for current and former staff APS members who have been on deployment. The service is delivered by senior Converge consultants who have experience working with people who have been on deployment, and people presenting with adjustment-related and/or trauma-related signs and symptoms such as: negative cognitions, sleep disturbance, hypervigilance, avoidance, other symptoms of anxiety or depression, stress, uncertainty, etc.

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Referral Process

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Number, Duration and Frequency of Sessions

APS staff members (former and current) are welcome to access up to **12 sessions** of one-hour Post-Deployment Counselling support, with the option of Converge requesting more sessions if

required. Session frequency will be collaboratively determined by the Converge consultant and APS member, subject to their individual needs.

Modes of Delivery

The Post-Deployment Counselling support will be delivered via telephone or video-conferencing. Sessions to be held within business hours.

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Urgent/After-Hours Support

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Reporting

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INVESTMENT ESTIMATE

Fee summary				Description as per Commonwealth of Australia Deed
Service item	Units	Cost per unit (ex GST)	Total costs	
Project management and reporting	1	s47G	TBD	Project Manager
Post-Deployment Counselling (1 hour per session)	TBD	s47G	TBD	Post deployment assessments and support
Proactive Welfare Check In Calls (charged in 15-minute increments)	TBD	s47G	TBD	Post deployment assessments and support
Sub Total			TBD	
GST			TBD	
Total			TBD	

Note: will commence project without reporting meetings and reporting. Can be added in later.

Terms and Conditions

s47G



Authorising Officer

NAME: s47E(d)

TITLE/POSITION: A/Assistant Director, Health and Wellbeing Programs

EMAIL: s47E(d) @defence.gov.au

CONTACT NO: s47E(d)

SIGNATURE:

DATE: 21/12/2023

Invoicing: Accounts Officer

Please provide information for a relevant accounts officer or accounts payable department in your organisation even if they are not the nominated invoicing recipient.

Nominated Invoicing Recipient:

Please nominate who will be receiving the invoicing for the proposed services.

NAME: Accounts Payable

NAME: Health and Wellbeing

TITLE/POSITION: N/A

TITLE/POSITION: N/A

CONTACT NUMBER: N/A

CONTACT NUMBER: N/A

EMAIL: s47E(d) @defence.gov.au

EMAIL: s47E(d) @defence.gov.au

POSTAL ADDRESS: s47E(d)

POSTAL ADDRESS: s47E(d)

Purchase Order (PO) Details:

Is a Purchase Order required for this service?

Y ☐ N ☒

If yes, does your procurement or accounts department need to be notified to raise a Purchase Order?

Y ☐ N ☒

PURCHASE ORDER

NUMBER:

Please note we are not able to provide service until we receive a Purchase Order for the quote amount of the service. We will proceed in discussing the service parameters, requirements and potential consultants to provide the service however, we will not confirm any dates until we have received a Purchase Order, if required.

Completed by Converge International

DATE PREPARED: 20 December 2023

PREPARED BY: s47F

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CONVERGE DETAILS

Full Legal Name	Converge International Pty Ltd
Trading Name	Converge International
Entity Status	Company
Australian Companies Number (ACN)	113688627
Australian Business Number (ABN)	12113688627
Head office address	Level 16, 180 Lonsdale St, Melbourne 3000
Head office phone no	1300 687 633
E-mail address	consulting@convergeintl.com.au
Range of services currently delivered	Converge International staff are highly skilled professionals with extensive experience in their respective fields that include Leadership Development, Change Management, People Skills, Occupational and Organisational Psychology, Human Resource Management, Coaching, Counselling, Occupational Rehabilitation, Injury Management, Occupational Health and Safety and Ergonomics.
Years of operation	Over 60 years

14/05/2024 - JOC – Post-Deployment Support

14 May 2024 11:47

Attendees s47E(d)

Notes

Agenda Items	Pre-Meeting Notes	Minutes
Incorporating post-deployment support into JOC processes	Nil	<ul style="list-style-type: none">• s advised that current policies and guidance for JOC are outdated (pre-COVID)<ul style="list-style-type: none">• s47E(d)• s s47E(d)• s4r• s4 advised that we are just seeking to ensure that APS employees are offered the program following their return from deployment. s47E(d)• s47nquired as to whether we could introduce a "soft" launch of the program rather than updating documents. s47E(d)• ss47E(d) However, ne• s47E(d)• s4 summarised next steps:<ul style="list-style-type: none">• Provide information to JOC about the program to support a soft launch. s47E(d)• S confirmed the above approach and also requested that a formal minute be sent to JOC to formally initiate the process. Contacts to send to are:<ul style="list-style-type: none">• s47E(d)• s47E(d)• s22

Actions

s47E(d)



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Defence



Post-Deployment Support

Program Information

The APS Post-Deployment Support program provides voluntary free trauma-informed support for current and former Defence Australian Public Service (APS) employees who have been on deployment. The program offers:

- monthly welfare check-in calls (up to 6 months) and/or
- up to 12 specialised one-hour post-deployment counselling sessions.

All welfare check-ins and counselling sessions are completed with an experienced trauma-informed consultant from Defence's Employee Assistance Program provider, Converge International.

Welfare Check-In Calls

Provide eligible employees with monthly welfare check-in calls (up to 6 months). During these phone calls, a Converge consultant will ask a series of wellbeing-related questions and, if required, provide advice on referral options for support services.

Post-Deployment Counselling

Provide eligible employees with up to 12 specialised one-hour post-deployment counselling sessions. These sessions are centred around managing each individual's needs, and enhancing wellbeing. This may include practical goals and actions in relation to nutrition, exercise, sleep, social relationships, and other wellbeing factors.

Eligibility

To be eligible for the APS Post-Deployment Support Program, individuals must:

- be a current or former Defence Australian Public Service, Australian Signals Directorate, or Australian Submarine Agency employee
- have been deployed as part of their role.

Australian Defence Force (ADF) members are not eligible for this program. ADF members should contact their nearest [Garrison Health Centre](#) for further information on post-deployment support.

Request Form

Eligible employees can access the program and fill in a request form by visiting the [Post-Deployment Support Intranet Page](#).

Contact

For further information or to provide feedback on the program, please contact wha.ps@defence.gov.au.

Further Support

- [Employee Assistance Program](#) – 1300 687 327
- [Defence All Hours Support Line](#) – 1800 628 036
- [Defence Member and Family Helpline](#) – 1800 624 608
- [Beyond Blue 24/7](#) – 1300 22 4636
- [Lifeline](#) – 13 11 14



Post-Deployment Support Referral Form

Information

The APS Post-Deployment Support program provides free trauma-informed support for current and former Defence Australian Public Service employees who have been on an operational deployment. The program offers:

- monthly welfare check-in calls (up to 6-months); and/or
- up to 12 specialised one-hour post-deployment counselling sessions.

All welfare check-ins and counselling sessions are completed with an experienced trauma-informed consultant from Defence's Employee Assistance Program provider, Converge International.

Referrals

To make a referral, please fill in the form below and email it to consulting@convergeintl.com.au.

I am making a referral for (choose one or both):

☐ Welfare Check In Calls – JN688313

☐ Post-Deployment Counselling - JN688051

Manager Name (optional): <i>Note: only required for manager referrals</i>	
Manager Email (optional): <i>Note: only required for manager referrals</i>	
Client Name:	
Preferred Phone Number:	
Preferred Email Address:	
For Post-Deployment Counselling: Preference for appointment date/time #1:	
For Post-Deployment Counselling: Preference for appointment date/time #2:	
Additional information (e.g. reason you're accessing the service):	

Welfare Check In Calls: Converge will make contact within 5 business days for your first call.

Post-Deployment Counselling: Converge will make contact within 2 business days to book an appointment.

Please contact the main Converge EAP Line for urgent / after-hours support if required (1300 687 327).

For further information on the service, please email consulting@convergeintl.com.au or call 1300 687 633 (option 3), or raise internally with wha.ps@defence.gov.au.

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DEFGRAM [000]/2024

Issue date: [Corporate Web Publishing to populate]
Expiry date: [Corporate Web Publishing to populate]

APS POST-DEPLOYMENT SUPPORT PROGRAM

1. The APS Post-Deployment Support Program is a free trauma-informed service designed to support the wellbeing of current and former Defence Australian Public Service (APS), Australian Signals Directorate, and Australian Submarine Agency employees who have returned from deployment.
2. The program offers bespoke post-deployment counselling support through:
 - a. monthly welfare check-in calls (up to 6 months); and
 - b. up to 12 specialised one-hour post-deployment counselling sessions.
3. The program is delivered by experienced trauma-informed consultants who can provide support for a range of trauma-related signs and symptoms such as negative cognitions, sleep disturbance, hypervigilance, avoidance, other symptoms of anxiety or depression, stress, and uncertainty.
4. Eligible employees can access the program by completing a [Referral Form](#) and emailing it to consulting@convergeintl.com.au.
5. Further information can also be found on the [APS Post-Deployment Support intranet site](#).
6. This program is not available to Australian Defence Force (ADF) members. ADF members should contact their nearest [Garrison Health Centre](#) for further information on post-deployment support.

<Signature populated by DPLIS. Do not delete>

[Insert full name]
[Insert rank (military only)]
[Insert appointment]
[Insert department group]

<Signature populated by DPLIS. Do not delete>

[Insert full name]
[Insert rank (military only)]
[Insert appointment]
[Insert department group]

Contact officer:

s47E(d)
Director, Workplace Health and Psychosocial Safety
Telephone: s47E(d)
Email: s47E(d)@defence.gov.au

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BRIEF FOR FASPS: APS POST-DEPLOYMENT SUPPORT PROGRAM	
Branch: Work Health and Safety Branch	Branch Reference: BN78143321

Recommendation

That you:

- (a) **Note** the status of Defence’s APS Post-Deployment Support program.
- (b) **Note** Defence’s commitment to launch the APS Post-Deployment Support program by 30 June 2024.

Key Issues

- 1. In November 2023, you signed a brief endorsing the implementation of the APS Post-Deployment Support program (the program) to address gaps in post-deployment supports for APS employees (Attachment A).
- 2. In December 2023, People Group’s Work Health and Safety (WHS) Branch approved a quote for the development of the program (Attachment B). The program is currently open to eligible employees, with a formal launch planned for 30 June 2024.
- 3. This brief provides a status update on the program and the roadmap to its formal delivery by 30 June 2024.

Background

- 4. The APS Post-Deployment Support program (the program) is delivered by Defence’s Employee Assistance Program provider, Converge International, and will be available to all current and former Defence APS, Australian Signals Directorate, and Australian Submarine Agency employees who have deployed as part of their duties.
- 5. The program provides free trauma-informed support for eligible current and former employees. This includes monthly welfare check-in calls (up to 6 months) and up to 12 specialised one-hour post-deployment counselling sessions with a trauma-informed consultant.
- 6. The program is complimentary to existing support services available to APS employees following a deployment, including Defence’s Employee Assistance Program and post-deployment assessments.
- 7. Since December 2023, WHS Branch have progressed work to develop and implement program referral pathways and a communications approach. This work has involved

<div>John LOVE</div> <div>JOHN LOVE AS WHS Tel: s47E(d) May 2024</div>		<div>Digitally signed by John LOVE^{s47E(d)} Date: 2024.05.22 08:49:58 +10'00'</div> <div>(a) NOTED (b) NOTED s22 CASSIE HAYNES FAS PS&W s22 4 June May 2024</div> <div>Thanks John + team This is great work</div>	
Branch/Section Head	s47E(d)	W: s47E(d)	Mob: s22
Action Officer		W: ()	Mob:
		s22	

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significant consultation with s47E(d)

8. To ensure all eligible employees receive timely access to the program, WHS Branch are offering three referral pathways: self-referral, manager referral, and post-deployment referrals.
9. Internal communications are expected to be released by 31 May 2024. These include an intranet page, DEFGRAM and news article to support the implementation and promotion of self-referral pathways. Key customer service areas will also be provided with program information to support manager referrals.
10. In addition, an external internet page will be released by 30 June 2024. The internet page will support former APS employees to access and share information about the program across their networks.
11. WHS Branch will also communicate the program to representatives at Comcare and Department of Veterans' Affairs to support these agencies to redirect eligible employees to appropriate support services as required.
12. s47E(d)
13. s47E(d)

Next Steps

14. Work Health and Safety Branch will continue to progress the formal launch of the program by 30 June 2024.

Consultation

15. The following areas were consulted in the development of the APS Post-Deployment Support program:
 - (a) HR Services Branch
 - (b) Joint Operations Command
 - (c) Joint Health Command
 - (d) Strategy, Policy and Industry Group

Sensitivities

16. The program has received ministerial attention from the Deputy Prime Minister's Office. A ministerial response relating to the program is currently under review (MC23-004135).
17. Defence have committed to the Deputy Prime Minister's Office that the program will be operational by the end of this financial year (FY23-24).

Financial Impact

18. Nil. The costs associated with the program s47E(d) were endorsed as part of a previous brief (Attachment A).

Attachments

- A. Post-Deployment Support Review Brief
- B. Updated Quote – Post-Deployment Counselling



Australian Government
Defence



Post-Deployment Support

Program Information

The APS Post-Deployment Support program provides voluntary free trauma-informed support for current and former Defence Australian Public Service (APS) employees who have been on deployment. The program offers:

- monthly welfare check-in calls (up to 6 months) and/or
- up to 12 specialised one-hour post-deployment counselling sessions.

All welfare check-ins and counselling sessions are completed with an experienced trauma-informed consultant from Defence's Employee Assistance Program provider, Converge International.

Welfare Check-In Calls

Provide eligible employees with monthly welfare check-in calls (up to 6 months). During these phone calls, a Converge consultant will ask a series of wellbeing-related questions and, if required, provide advice on referral options for support services.

Post-Deployment Counselling

Provide eligible employees with up to 12 specialised one-hour post-deployment counselling sessions. These sessions are centred around managing each individual's needs, and enhancing wellbeing. This may include practical goals and actions in relation to nutrition, exercise, sleep, social relationships, and other wellbeing factors.

Eligibility

To be eligible for the APS Post-Deployment Support Program, individuals must:

- be a current or former Defence Australian Public Service, Australian Signals Directorate, or Australian Submarine Agency employee
- have been deployed as part of their role.

Australian Defence Force (ADF) members are not eligible for this program. ADF members should contact their nearest [Garrison Health Centre](#) for further information on post-deployment support.

Request Form

Eligible current and former employees who have previously deployed can access information about the program and fill in a request form by visiting the [Post-Deployment Support Internet Page](#) or scanning the QR code in this document.



Contact

For further information please contact yourcustomer.service@defence.gov.au or 1800 333 362.

To provide feedback on the program, please email wha.ps@defence.gov.au.

Further Support

- [Helplines](#)
- [Complaints and Incident Reporting](#)





Australian Government
Defence



Post-Deployment Support

Program Information

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- have been deployed as part of their role.

Australian Defence Force (ADF) members are not eligible for this program. ADF members should contact their nearest [Garrison Health Centre](#) for further information on post-deployment support.

Request Form

Eligible employees can access the program through filling in the [Referral Form](#) and submitting it to consulting@convergeintl.com.au.

Contacts

For further information or to provide feedback on the program, please contact wha.ps@defence.gov.au.

Resources


- [Post-Deployment Support Information Sheet](#)

Further Support

- [Employee Assistance Program](#) – 1300 687 327
- [Defence All Hours Support Line](#) – 1800 628 036
- [Defence Member and Family Helpline](#) – 1800 624 608
- [Beyond Blue 24/7](#) – 1300 22 4636



OFFICIAL

	BRIEF REQUEST FOR ASSISTANCE: APS POST-DEPLOYMENT SUPPORT PROGRAM	
Branch:	Work Health and Safety Branch	Reference: BN82463550
For Information: LTCOL s47E(d) , Medical Officer, Joint Operations Command		

Purpose

1. Defence People Group (DPG) is seeking the assistance of Joint Operations Command (JOC) to address gaps in post-deployment supports for Australian Public Service (APS) employees through supporting the implementation of the APS Post-Deployment Support (APS PDS) Program.

Recommendation/s

2. That you:
- a. **Note** the need for ongoing psychological support for APS employees who have returned from deployment.
 - b. **Agree** to support DPG to implement the APS PDS Program through supporting the dissemination of program information and facilitating referrals.

Key Issues

3. s47E(d)
4. Defence is committed to ensuring current and former APS employees have access to ongoing monitoring by an allied health professional to ensure appropriate and timely assistance is provided post-deployment.

John Love ASWHS Tel: s47E(d)	a. Noted / Please discuss b. Agreed / Please discuss Carla Watts BRIG Director General Support, Joint Operations Command June 24	a. Noted / Please discuss b. Agreed / Please discuss s47E(d) COL Senior Medical Officer, Joint Operations Command June 24
Contact Officer: s47E(d)	Tel: s47E(d)	

OFFICIAL

C2

Overview of the APS PDS

1. The APS PDS Program provides free trauma-informed support for all current and former Defence APS, Australian Signals Directorate, and Australian Submarine Agency employees who have deployed as part of their duties.
2. The APS PDS Program is delivered by Defence's Employee Assistance Program provider, Converge International, and includes monthly welfare check-in calls (up to 6 months) and up to 12 specialised one-hour post-deployment counselling sessions with a trauma-informed consultant.
3. s47E(d)
[Redacted]
[Redacted]
[Redacted]
4. DPG's existing contractual arrangements support immediate access. However, a formal launch is expected to occur by 30 June 2024. This will entail the release of internal and external communication materials to facilitate self- and manager-referrals.
5. The program is an opt-in service. This means eligible employees are not required to engage with the program upon return from deployment if they do not wish to do so.

APS PDS Promotion and Access

6. To support timely and effective promotion and referrals to the program, DPG are interested in optimising existing post-deployment processes. This includes providing employees with information about the program upon return from deployment, and facilitating a program referral if the employee agrees.
7. DPG are requesting JOC's support to deliver the program by:
 - a. Providing APS employees who return from deployment with program information to support self-referral, and if required, assist with a warm referral to the provider to facilitate access to the program; and
 - b. Supporting DPG to disseminate program information to other work areas which may be required to provide post-deployment support to APS employees.

Financial Implications

8. s47E(d)
[Redacted]
[Redacted]

Sensitivities

9. The APS PDS has received ministerial attention from the Deputy Prime Minister's Office.

Consultation

10. DPG have engaged the following stakeholders while developing this brief:
 - a. LTCOL s47E(d), Joint Operations Command
 - b. WO s47E(d) Joint Operations Command

From: s47E(d)
To: s47E(d)
Cc: s47E(d)
Subject: 20230620 1742 - s47E(d) DEFENCE - PSYCHOSOCIAL/MENTAL HEALTH SUPPORT
Date: Tuesday, 20 June 2023 5:42:59 PM
Attachments: [image003.png](#)
[image004.png](#)
[image005.jpg](#)

OFFICIAL

Hi s47E(d)

The Department of Home Affairs has staff deployed overseas as well, most often located in our embassies. These staff however do not tend to operate in hostile warlike environments. The closest I can think of in that agency is their people who do maritime interceptions. The Australian Federal Police also deploy overseas but I am not sure if it is into hostile warlike environments. Also, they deploy sworn officers and (to the best of my knowledge) not civilians.

If you would like I can send you contact details for people I know in those agencies and you can liaise with them directly.

Kind regards,

s47E(d)

Senior Psychologist
Staff and Family Support Office | People Division
Department of Foreign Affairs and Trade
Tel: s47E(d) | Mob: s22
www.dfat.gov.au
[Web](#) | [Twitter](#) | [YouTube](#) | [Flickr](#)

MH-logo-colour



From: s47E(d) @defence.gov.au>
Sent: Tuesday, 20 June 2023 5:07 PM
To: s47E(d) @dfat.gov.au>
Cc: s47E(d) @defence.gov.au>
Subject: RE: DEFENCE - PSYCHOSOCIAL/MENTAL HEALTH SUPPORT [SEC=OFFICIAL]

OFFICIAL

Thank you s47E(d)

I appreciate your prompt response.

DFAT's post operational support is very similar to ours at Defence. I wonder if other APS/Commonwealth agencies have a similar approach or do they provide additional services/supports?

Thanks again

s47E(d)
Director APS Rehabilitation
Work Health & Safety | People Services Division
Defence People Group | Department of Defence

Brindabella Park | PO Box 7927 | Canberra BC 2610

P: s47E(d)
M: s22

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1800DEFENCE - P: s47E(d) | E: s47E(d) @defence.gov.au

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Sent: Tuesday, 20 June 2023 2:13 PM
To: s47E(d) @defence.gov.au>
Cc: s47E(d) @defence.gov.au>
Subject: RE: DEFENCE - PSYCHOSOCIAL/MENTAL HEALTH SUPPORT [SEC=OFFICIAL]

OFFICIAL

Hi s47E(d),

Thank you for your email and it is nice to connect with you both. Below is some information which I hope is useful. Please let me know if you would like to make a time to talk in more detail

or if I hope missed the mark in answering your query.

As you would be aware, DFAT posts APS staff to a variety of locations around the world; some of these are considered hostile warlike areas. s47E(d)

Staff applying for posting to these locations are required to undergo a psychological evaluation and should they be successful in their application they also have a psychological review at 6-monthly intervals, at the end of their posting, and (when possible) 6 months after their posting finished. These reviews are looking for evidence of a decrease in wellbeing and/or function and they also are an opportunity for the psychologist to provide some basic clinical intervention should this be warranted. In addition to these reviews, one of the DFAT psychologists visits to embassy at least annually and will meet with staff to check on their wellbeing while in country. Finally, DFAT offers (and reminds staff returning from overseas) that they can access psychological wellbeing support either through the team I work in or through our EAP provider.

Kind regards,

s47E(d)

Senior Psychologist
Staff and Family Support Office | People Division
Department of Foreign Affairs and Trade

Tel: s47E(d) | Mob: s22

www.dfat.gov.au

[Web](#) | [Twitter](#) | [YouTube](#) | [Flickr](#)

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From: s47E(d) <[s47E\(d\)@defence.gov.au](mailto:s47E(d)@defence.gov.au)>

Sent: Tuesday, 20 June 2023 12:34 PM

To: s47E(d) <[s47E\(d\)@dfat.gov.au](mailto:s47E(d)@dfat.gov.au)>

Cc: s47E(d) <[s47E\(d\)@defence.gov.au](mailto:s47E(d)@defence.gov.au)>; s47E(d)

<[s47E\(d\)@dfat.gov.au](mailto:s47E(d)@dfat.gov.au)>

Subject: DEFENCE - PSYCHOSOCIAL/MENTAL HEALTH SUPPORT [SEC=OFFICIAL]

OFFICIAL

Good afternoon s47E(d)

s22

By way of introduction my name is s47E(d), and im a Director in Defence WHS Branch looking after the WHS ICT system, data and data analytics.

Also on this email I have my colleague s47E(d), who is the Director of APS rehabilitation in Defence WHS Branch.

Your name has been given to me by s47E(d) as the best person to chat with regarding our query.

As I'm sure you can imagine, in times of need Defence may deploys civilian staff across the world and into hostile warlike areas of operations. We have found historically that in some instances, these APS employees are subject to (or witness to) events, material or situations that are confronting – to say the least.

And in a perfect world, we would have 100% fool proof screening and training for these individuals, but the reality is APS member deployments can't have the same structure as ADF member deployments due to the differencing employment laws.

Recently our Branch has been given the task of assessing the psychosocial support framework/s for APS employees returning from these types of deployments – s47E(d) is leading this work.

The reason I'm emailing you today, is to ask what support framework/s DFAT has in place? For us, a good starting point of a review is to understand what other agencies do, and how we can learn from that.

Cheers,

s47E(d)
Director Analysis and Reporting
Work Health and Safety Branch
Department of Defence

s47E(d) | Brindabella Park Offices | PO Box 7927 | Canberra BC | ACT 2610

P: s47E(d) | M: s22





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From: s47F [redacted]@convergeintl.com.au>
Sent: Wednesday, 12 July 2023 11:08 AM
To: s47E(d) [redacted]
Cc: s47E(d) [redacted]
Subject: RE: Post deployment support [SEC=UNOFFICIAL]

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Hi s47E(d) [redacted]

Regarding the Rtaps reports I have had to seek clarification from our consulting services team as the coordinate the post deployment support. s47F [redacted] will respond once we have the information requested.

See my response to your questions in blue:

1. If it's identified that assistance for an APS member is required, and a referral is made for EAP, is it assumed that they will only be provided with the generic 4 sessions, or is there another agreement in place for support post deployment? The EAP is accessible to all Defence employees allowing access to 4 sessions, of general counselling support within the EAP framework of short term solutions focused intervention. I have taken a screen shot of the organisational break down that we use during intake to confirm an employee's department .I'm not clearly seeing APS member, as this is not on the list I am unsure if this allows members to access or if they identify under another group. I would recommend we add this group to ensure we report accurately and don't turn anyone away who would like to access the program.
The only pre/post deployment support for APS is the contracted assessment/ support provided in the previous trail. We can set up a separate program for APS if required but will need to arrange a subject matter expert to scope this in further detail.
2. Is there currently anything in place that provides a follow up service after the initial debrief/assessment? For example, is there a team who do monthly/bimonthly 'check ins' for APS members post deployment? If not, is this something that can be tailored for Defence's needs (should I be required)? We don't have a 'check in' program in place but offer this a service. We refer to this as Welfare Check in Calls, these are a proactive outreach calls to a cohort that opt into (or opt out) the program and receive a call fortnightly, monthly or bimonthly by a dedicated consultant. We can scope the requirements of Defence to confirm if the program/ model can be tailored for Defence.

Name



Australian Defence Force HQ

Defence Executive Support

Defence Science & Technology Group

Joint Capabilities

Estate & Infrastructure Group

Defence People Group

Strategic Policy and Intelligence Group

Defence Intelligence Group (DIG)

Australian Defence Force Cadets (ADFC)

Army

Joint Operations Command

Navy

Capability Acquisition and Sustainment Group

Chief Information Officer Group

Reserve and Youth Division

Chief Finance Officer Group

Defence Corporate Programs

Air Force

Regards

s47F

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From: s47E(d) @defence.gov.au>
Sent: Tuesday, July 11, 2023 8:02 AM
To: s47F @convergeintl.com.au>; s47F @convergeintl.com.au>
Cc: s47E(d) @defence.gov.au>
Subject: RE: Post deployment support [SEC=UNOFFICIAL]

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UNOFFICIAL

Hi s47F

Thank you for your prompt response on Friday and subsequent follow up.

Good to know that EAP is responsible for conducting the Rtaps assessments. It's interesting that it says following the Rtaps assessment a copy will be provided to the employee and Director of APS Rehabilitation (my boss), but I would be quite confident that she wouldn't have received many over the years? Is it possible to get an understanding of how many Rtaps assessments have been conducted since the inception of the program?

A couple of questions:

1. If it's identified that assistance for an APS member is required, and a referral is made for EAP, is it assumed that they will only be provided with the generic 4 sessions, or is there another agreement in place for support post deployment?
2. Is there currently anything in place that provides a follow up service after the initial debrief/assessment? For example, is there a team who do monthly/bi monthly 'check ins' for APS members post deployment? If not, is this something that can be tailored for Defence's needs (should I be required)?

Thanks in advance for your assistance. I have included my Director s47E(d) for s47E(d) visibility.

s47E(d)

Assistant Director APS Rehabilitation
Work Health & Safety | People Services Division
Defence People Group | Department of Defence

Level 9 | Defence Plaza Melbourne
661 Bourke Street | Melbourne | VIC 3000

s47E(d)

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From: s47F [@convergeintl.com.au](mailto:s47F@convergeintl.com.au)>

Sent: Monday, 10 July 2023 1:07 PM

To: s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)>; s47F [@convergeintl.com.au](mailto:s47F@convergeintl.com.au)>

Subject: Post deployment support

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Hi s47E(d)

As per our discussion on Friday I have obtained the information related to the pre/post deployment support provided to the ADF and APS.

Converge have received and actioned referrals for Pre-Deployment Checks/Post Deployment Checks both from ADF and APS clients – yes, the support is available to either. Both are serviced under the same provision within the EAP contract.

Below is the contract:

s47G



I have included s47F to support if you require further information.

Regards

s47F

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From: s47E(d)
Sent: Thursday, 24 August 2023 2:08 AM
To: s47E(d)
Subject: 230824:1108 - s47E(d) Post deployment support
Attachments: RE: Post deployment support [SEC=UNOFFICIAL]
Follow Up Flag: Follow up
Flag Status: Completed
Categories:

OFFICIAL

Good morning team,

Thank you for your assistance with this one. Yes, of course. It was a brief discussion around what services are currently being provided, and if there was scope for additional services if we needed them.

Please find attached.

s47E(d) - s22
)

Cheers,

s47E(d)
a/Director APS Rehabilitation
Work Health & Safety | People Services Division
Defence People Group | Department of Defence

Level 9 | Defence Plaza Melbourne
661 Bourke Street | Melbourne | VIC 3000

s47E(d)

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From: s47F @convergeintl.com.au>
Sent: Monday, 10 July 2023 1:07 PM

To: s47E(d) [REDACTED]@defence.gov.au>; s47F [REDACTED]@convergeintl.com.au>
Subject: Post deployment support

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Hi s47E(

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Below is the contract:

s47G



I have included s47F [REDACTED] to support if you require further information.

Regards

s47F

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From: s47E(d)
To: s47E(d)
Subject: 20230824 1456 - s47E(d) De-mounting of Civilians on HQJOC Operations - Policy
Date: Thursday, 24 August 2023 2:56:16 PM
Attachments: [image001.png](#)
[image002.png](#)
[MILPERSMAN Pt11Cp06 \(3\).pdf](#)
[07. Chapter 1.7 Personnel Administration - Civilians accompanying the ADF on Operations - OFFICIAL \(1\).pdf](#)

OFFICIAL

Hi s47E(d)

Following on from our discussion this morning, I have done some digging in to policy

BLUF: Post Deployment health demounting processes and ongoing care are defined under MILPERSMAN and the subordinate Operational Support Library. Initial post operation health screening is the remit of the sponsoring agency/organisation whilst any rectification or ongoing concern is managed through the relevant workplace health and safety group.

Health entitlements of civilian members deployed under operational ADF force assignment is defined by MILPERSMAN. The requirements of return i.e. requirement for RTAM/POPS/RTAPS is detailed within the relevant HSO or HSP. The implementation and action of these requirements is the responsibility of the civilian member's sponsoring organisation.

The below lines represent the primary advice provided within ADF policy for the management of civilians health post activity (I have left the relevant paragraph numbers intact):

MILPERSMAN

*6.84 Health care. Prior to departure to the AO medical and dental screening and checks of civilians **will be conducted by non-Defence health care providers** as per HQJOC Operational Support Library Part 2, Vol 1, Chapter 1.7 Civilians Accompanying the ADF on Operations. Emergency and acute medical and dental care, psychological and mental health care and outpatient support (as defined in relevant HQJOC Standing Orders) is to be arranged and provided at Commonwealth expense for all civilians authorised to accompany the ADF overseas on operations. Details are also to be identified in the HQJOC Support Order for the particular operation.*

*6.85 In the event that a civilian authorised to accompany the ADF overseas has to be evacuated from the AO and returned to Australia casualty reception, transfer and ongoing health care is to be funded through **the relevant workers' compensation scheme and arranged and coordinated by the parent employer or organisation.***

*6.86 Work health and safety. The force commander has specific responsibilities with respect to personnel working in ADF workplaces and visitors to ADF workplaces, even on operations and they are to ensure that **work health and safety issues are addressed as required by the Work Health and Safety Act 2011 and Defence Safety Manual.***

*6.113 **Arrangements for workers' compensation, including compensation for death or injury, are the responsibility of the employer of the civilian in accordance with the guidance below.** Note that workers' compensation may not cover all conditions, particularly if a condition was pre-existing and was not exacerbated by the deployment. **There is also no entitlement to ADF health care for Defence civilians upon their return to Australia.***

*6.114 Defence employees and OGA employees. **When employed in the AO Defence employees, whether Defence or OGA civilians, are covered for workers' compensation under the***

Safety, Rehabilitation and Compensation Act 1988 (SRCA). There is continuous coverage under this Act in declared areas of operations. Refer also to APSPP 5.3.1—Medical Rehabilitation, Return to Work and Workers' Compensation.

6.116 Contractors. **Contractors are responsible for making their own arrangements for workers' compensation insurance** arrangements to comply with requirements under the relevant Federal, State or Territory legislation. The contractor is required to obtain other forms of insurance where they are unable to obtain workers' compensation insurance or an appropriate level that covers the level of risk associated with the operation, such as war risk insurance, that could cover the relevant risks. In such circumstances the Defence contract authority should seek legal advice to ensure the relevant risks are appropriately addressed. This issue is to be considered early by the Defence contract authority and addressed through the inclusion of relevant clauses and provisions to be included in the respective contract between Defence and the contractor.

Operational Support Library Chapter 1.7

Stage 7 - Post Deployment

37. Post deployment Health Requirements. HQJOC J07 Director Health strongly recommends that individuals who become unwell post deployment should consult their GP in the first instance. It is the **individual's responsibility to engage with health professionals in the post deployment phase.**

38. Return-to-Australia Psychological Screening (RtAPS). The Health Support Annex pertinent to the deployment location will advise when this screening is required.

a. OGA and NGA civilians, when deployed to an area where ADF Psychology Support Teams (PsST) are located, are required to undergo the RtAPS process within 14 days prior to leaving the AO. If the RtAPS process is not completed prior to departure, the individual is to undergo screening within seven days of their return to Australia

b. OGA and NGA individuals are to complete the RtAPS process as directed by their parent organisation's policy requirements.

Annex B to OSL Chapter 1.7

1. The sponsoring organisation SPOC is the single conduit for information flow between HQJOC PERSOPS and the sponsoring organisation.

b. Post Deployment:

(1) Coordinate post deployment psychological screening if required

(2) Coordinate post deployment medical

I hope this helps

Kind Regards

s47E(d)

s47E(d)

UWMO

LTCOL

Director, s47E(d)

s47E(d) Health Directorate

BMedSc MBBS MMed(CritCare) MPH(Defence) FRACGP AVMO &



Headquarters Joint Operations Command

PO Box 7928 | Canberra BC, ACT 2601

s47E(d) | General John Baker Complex | Kings Highway, Bungendore NSW
2621

Ph: s47E(d)

E: s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)

Group Inbox: s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)

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From: s47E(d)
To: s47E(d)
Subject: s47E(d) Post Deployment MH support [SEC=OFFICIAL]
Date: Friday, 8 September 2023 2:20:00 PM
Attachments: [image001.png](#)

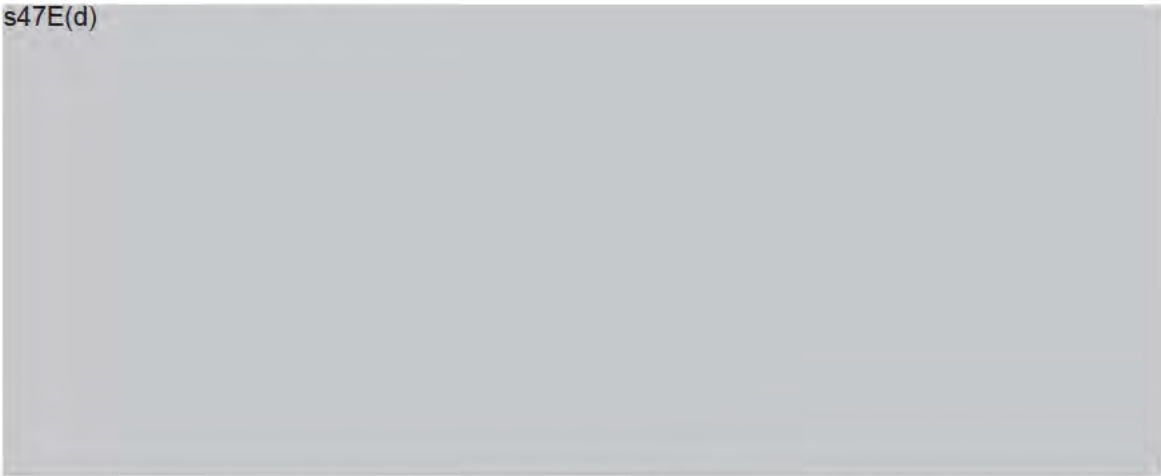
OFFICIAL

Good afternoon s47E(d)

Thanks again for your time on the phone earlier today to discuss what post deployment services are offered to your APS s47E(d) staff members.

Can you kindly review the below to ensure my understanding is correct, and add any additional information you feel may be pertinent:

s47E(d)



I note that you mentioned you had seen the letter from s47F, so please feel free to add any additional information that you'd like me to consider/review as part of our response.

Kind Regards,

s47E(d)
Assistant Director APS Rehabilitation
Work Health & Safety | People Services Division
[Defence People Group](#) | Department of Defence

s47E(d) | Defence Plaza Melbourne
661 Bourke Street | Melbourne | VIC 3000

s47E(d)



Connect with People Group services

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1800DEFENCE - P: s47E(d) | E: s47E(d) [@defence.gov.au](#)

Defence acknowledges the traditional owners of country throughout Australia and their continuing connection to land and

From: s47E(d)
Sent: Wednesday, 27 September 2023 12:48 AM
To: s47E(d)
Cc: s47E(d)
Subject: 230927:0947 - s47E(d) APS POPS

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Hi s47E(d)

As you both know, we've been progressing some work to ensure APS employees have access to sufficient wellbeing checks post-deployment. Below is a summary of how this work has progressed and our proposed next steps.

Background

- Post-deployment assessments are currently managed by Converge (EAP provider) for both APS and ADF personnel.
- A ministerial was received noting gaps associated with supports provided to APS employees post-deployment.
 - Specifically, it identified little ongoing support for APS employees following their post-deployment assessment.
- We have since been working with Converge to identify a possible resolution to the gap identified. Specifically, we want to integrate a proactive wellbeing check-ins into the post-deployment process. This means that individuals maintain ongoing support post-deployment even if their initial assessment doesn't indicate that follow-up appointments are required/recommended.
- In collaboration with s47E(d) and myself, Converge have developed a program that may meet our needs. Under the proposed approach, APS employees would have access to up to 12 sessions of deployment-specific counselling support. No reporting will come out of these sessions unless the individual is experiencing challenges with their return to work and needs to be referred to APS Rehabilitation.

Next Steps

- s47E(d) is drafting a response to the Ministerial advising of the above approach.
- Following this, Converge's quote will be approved and measures will be implemented to support the commencement of the proposed program.
- Integral to implementing the program, a communications strategy will need to be developed to understand how best to communicate the program to the enterprise.
 - s47E(d)

s47E(d) Happy
to discuss if needed.

Cheers,

s47E(d)
A/Assistant Director
Health and Wellbeing
Work Health & Safety Branch
Defence People Group | Department of Defence


s47E(d) | Brindabella Park | PO Box 7927 | Canberra BC | ACT | 2610



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s22

From: s47F [redacted]@convergeintl.com.au>
Sent: Monday, 4 December 2023 9:28 AM
To: s47E(d) [redacted]@defence.gov.au>
Subject: RE: 231122:1542 - s47E(d) [redacted] - [s47F [redacted] 231115:1259 - [s47F [redacted]]-[s47E(d) [redacted]] Proposal for Post-Deployment Counselling [SEC=OFFICIAL]

 **EXTERNAL EMAIL:** Do not click any links or open any attachments unless you trust the sender and know the content is safe. 

Good morning s47E(d) [redacted]

Please refer to the below:

- Project management and reporting went from s47G
- Post-deployment counselling went from s47G

I've been working with s47E(d) to align the services to the Commonwealth Deed pricing s22

Any further questions, please let me know.

Many thanks

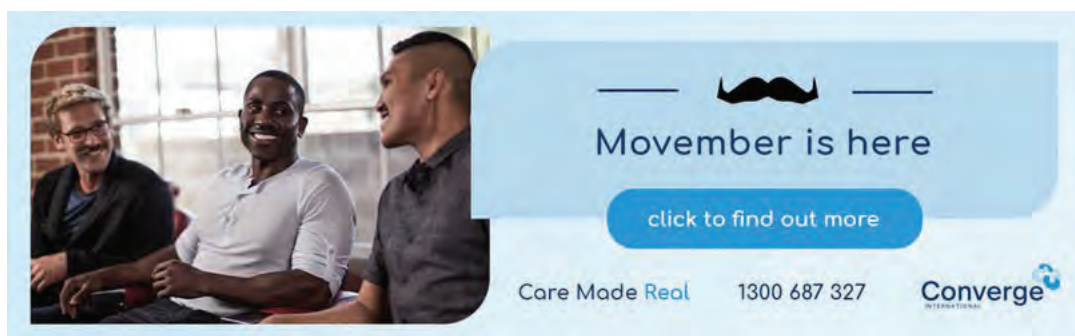
s47F

Regional Relationship Manager, Customer Relationships
Converge International

D s47F

E s47F [@convergeintl.com.au](mailto:s47F@convergeintl.com.au)

s47F, 344 Queen Street, Brisbane QLD 4000



From: s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)

Sent: Monday, December 4, 2023 8:23 AM

To: s47F [convergeintl.com.au](mailto:s47F@convergeintl.com.au)

Subject: RE: 231122:1542 - s47E(d) - [s47F 231115:1259 - [s47F]-[s47E(d)] Proposal for Post-Deployment Counselling [SEC=OFFICIAL]

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OFFICIAL

Good morning s47F

Can you kindly outline to me the changes to the proposal s47E(d) so would like a quick snapshot of changes.

Thanks,

s47E(d)

Assistant Director APS Rehabilitation
HR Services | People Services and Wellbeing Division
Defence People Group | Department of Defence

Level 9 | Defence Plaza Melbourne
661 Bourke Street | Melbourne | VIC 3000

s47E(d)

Connect with People Group services



[PeopleConnect](#)

1800DEFENCE - P: s47E(d) | E: s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)

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From: s47F
Sent: Monday, 4 December 2023 9:20 AM
To: s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au); s47F
Cc: s47F s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)
Subject: RE: 231122:1542 - s47E(d)]-[s47F 231115:1259 - s47F]-[s47E(d)
Proposal for Post-Deployment Counselling [SEC=OFFICIAL]

 **EXTERNAL EMAIL:** Do not click any links or open any attachments unless you trust the sender and know the content is safe. 

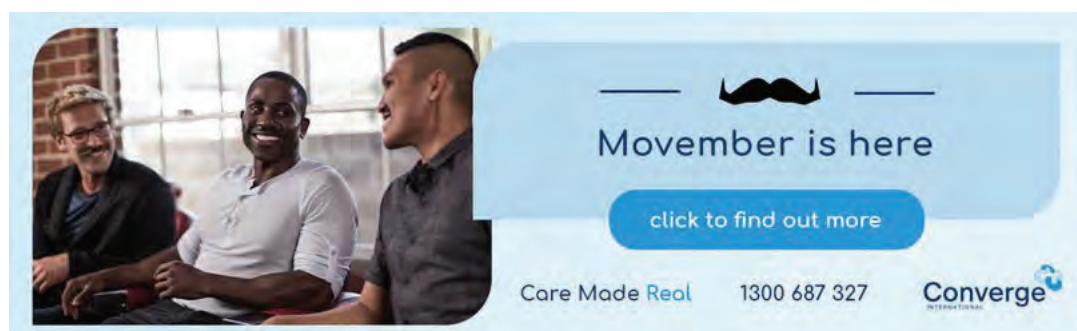
Good morning s47E
(d)

s22 As discussed last week, I wanted to confirm a few details with s47 F which I have this morning and as such, please find attached the finalised proposal.

If you or s47E (d) have any questions, please let s47 F and I know.

Warm regards

s47F
Regional Relationship Manager, Customer Relationships
Converge International
D s47F
E s47F
s47F , 344 Queen Street, Brisbane QLD 4000



From: [REDACTED] <[REDACTED]@defence.gov.au>
Sent: Thursday, November 30, 2023 12:31 PM
To: s47F [REDACTED]
Cc: s47F [REDACTED] s47E(d) [REDACTED] <[REDACTED]@defence.gov.au>
Subject: RE: 231122:1542 - s47E(d) [REDACTED]]-[s47F [REDACTED] 231115:1259 - [s47F [REDACTED] i47E(d) [REDACTED]
[REDACTED] Proposal for Post-Deployment Counselling [SEC=OFFICIAL]

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OFFICIAL

Hi team,

Following up on the progress of this one.

Cheers,

s47E(d) [REDACTED]
A/Assistant Director
Health and Wellbeing
Work Health & Safety Branch
Defence People Group | Department of Defence

Ph: s47E(d) [REDACTED]

s47E(d) [REDACTED] | Brindabella Park | PO Box 7927 | Canberra BC | ACT | 2610

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From: s47E(d) [REDACTED]
Sent: Wednesday, 22 November 2023 3:43 PM
To: s47F [REDACTED] s47E(d) [REDACTED] <[REDACTED]@defence.gov.au>
Cc: Jade s47F [REDACTED]
Subject: 231122:1542 - [s47E(d) [REDACTED]]-[s47F [REDACTED] ']' 231115:1259 - [s47F [REDACTED]]-[s47E(d) [REDACTED]
[REDACTED]] Proposal for Post-Deployment Counselling

OFFICIAL

Hi s47F [REDACTED]

Am I please able to get you to outline where each Service Item (Page 6) falls under the existing contract. s47F will be familiar with doing this s22 I've CC'd s47F in in case s47F can assist. s47F – please feel free to call me if you would like some background.

What are the timeframes for implementing this program once we have signed the quote?

Kind regards,

s47E(d)

A/Assistant Director
Health and Wellbeing
Work Health & Safety Branch
Defence People Group | Department of Defence

Ph: s47E(d)

s47E(d) | Brindabella Park | PO Box 7927 | Canberra BC | ACT | 2610

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From: s47F

Sent: Wednesday, 15 November 2023 1:00 PM

To: s47E(d) <[s47E\(d\)@defence.gov.au](mailto:s47E(d)@defence.gov.au)>

Cc: s47F <s47F@defence.gov.au> s47E(d)

<[s47E\(d\)@defence.gov.au](mailto:s47E(d)@defence.gov.au)>

Subject: 231115:1259 - s47F s47E(d)] Proposal for Post-Deployment Counselling

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Hi s47E(d)

Lovely speaking with you on the phone, here is the updated proposal, I hope it's all in order but please let me know if you need anything else 😊

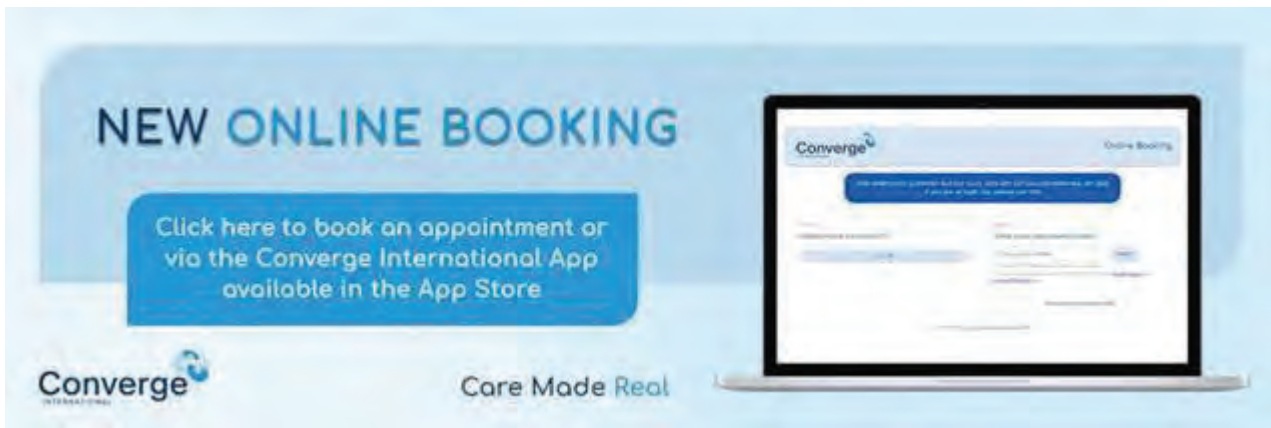
Warm regards, s47F

s47F

National Risk & Assessment Manager
Converge International

D s47F

E s47F



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From: s47E(d) <[redacted]@defence.gov.au>

Sent: Tuesday, 14 November 2023 3:55 PM

To: s47F

Cc: s47F, s47E(d)

<[redacted]@defence.gov.au>

Subject: RE: Proposal for Post-Deployment Counselling [SEC=OFFICIAL:Sensitive, ACCESS=Personal-Privacy]

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OFFICIAL: Sensitive Personal-Privacy

Good afternoon s47F

In the service agreement, can you please include 'former APS employees who have served in areas of operation (AO)', in the service agreement.

Meaning current APS employees AND former APS employees.

s47E(d) so your prompt response is very much appreciated.

Many thanks,

s47E(d)

Assistant Director APS Rehabilitation
HR Services | People Services and Wellbeing Division
Defence People Group | Department of Defence

s47E(d) Defence Plaza Melbourne
661 Bourke Street | Melbourne | VIC 3000

s47E(d)

Connect with People Group services


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From: s47F
Sent: Tuesday, 12 September 2023 11:15 AM
To: s47E(d) @defence.gov.au>; s47E(d) @defence.gov.au>
Cc: s47F
Subject: Proposal for Post-Deployment Counselling

 **EXTERNAL EMAIL:** Do not click any links or open any attachments unless you trust the sender and know the content is safe. 

Hi s47E(d)

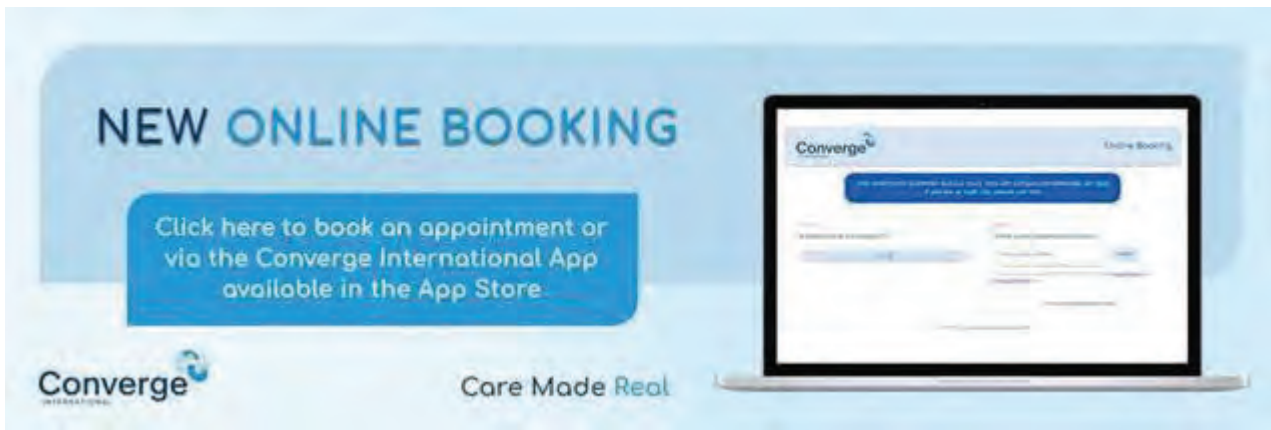
s22 .

Please find attached the proposal for Post-Deployment Counselling.

If you have any queries please let me know.

Warm regards, s47F

s47F
National Risk & Assessment Manager
Converge International
D s47F
E s47F



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[Report this message as spam](#)

From: s47E(d)
Sent: Wednesday, 13 December 2023 11:01 PM
To: [REDACTED]
Subject: 231214:1000 - s47E(d) APS Post-Deployment Reporting

Follow Up Flag: Follow up
Flag Status: Completed

Categories: [REDACTED]

OFFICIAL

Hi s47E(d)

Thank you for sending this through.

A couple of points:

1. They refer to WorkCover claim rather than compensation claim
2. Where is the service for providing a 'check-in' service as we initials discussed?

Thanks,

s47E(d)
Assistant Director APS Rehabilitation
HR Services | People Services and Wellbeing Division
Defence People Group | Department of Defence

Level 9 | Defence Plaza Melbourne
661 Bourke Street | Melbourne | VIC 3000

s47E(d)

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PeopleConnect
1800DEFENCE - P: s47E(d) | E: s47E(d)@defence.gov.au

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From: s47E(d)@defence.gov.au
Sent: Wednesday, 13 December 2023 8:30 AM
To: s47E(d)@defence.gov.au
Subject: FW: APS Post-Deployment Reporting [SEC=OFFICIAL]

OFFICIAL

Hi s47E(d)

Are you able to review this updated quote and check you're happy with the wording in the proposal? If so, I will sign the quote today.

Cheers,

s47E(d)

A/Assistant Director
Health and Wellbeing
Work Health & Safety Branch
Defence People Group | Department of Defence

Ph: s47E(d)

s47E(d) | Brindabella Park | PO Box 7927 | Canberra BC | ACT | 2610

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From: s47F <s47F@convergeintl.com.au>
Sent: Tuesday, 12 December 2023 4:58 PM
To: s47E(d) <[s47E\(d\)@defence.gov.au](mailto:s47E(d)@defence.gov.au)>
Subject: RE: APS Post-Deployment Reporting [SEC=OFFICIAL]

⚠ EXTERNAL EMAIL: Do not click any links or open any attachments unless you trust the sender and know the content is safe. **⚠**

Hi s47E(d)

Thanks for your time on the phone. I've updated the proposal but would like your thoughts to ensure the wording around pricing is sufficient (left in Word).

I'll follow up re: marketing material as well 😊

Many thanks

s47F

Regional Relationship Manager, Customer Relationships

Converge International

D s47F

E s47F

s47F, 344 Queen Street, Brisbane QLD 4000

From: s47E(d) <[redacted]@defence.gov.au>

Sent: Tuesday, December 12, 2023 1:27 PM

To: s47F <[redacted]@convergeintl.com.au>

Subject: RE: APS Post-Deployment Reporting [SEC=OFFICIAL]

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OFFICIAL

Hi s47F

Forgot to mention on the phone earlier that s47E(d) is interested in having some fact sheets/promotional materials made that can be used to promote this service. Is that something that's possible?

Cheers,

s47E(d)

A/Assistant Director
Health and Wellbeing
Work Health & Safety Branch
Defence People Group | Department of Defence

Ph: s47E(d)

s47E(d) | Brindabella Park | PO Box 7927 | Canberra BC | ACT | 2610



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From: s47F <[redacted]@convergeintl.com.au>

Sent: Monday, 11 December 2023 10:32 AM

To: s47E(d) <[redacted]@defence.gov.au>

Cc: s47E(d) <[redacted]@defence.gov.au>

Subject: RE: APS Post-Deployment Reporting [SEC=OFFICIAL]

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Hi s47E(d)

I've been advised that the reporting that is referred to in the contract is reporting regarding the EAP services provided. The reporting that is priced would be reporting on trends identified during the program and can be delivered through a Teams meeting (to facilitate discussion). Also, a report on each candidate can be provided as well.

Happy to run through in more detail with you?

With thanks

s47F

Regional Relationship Manager, Customer Relationships
Converge International

D s47F

E s47F

s47F 344 Queen Street, Brisbane QLD 4000

From: s47F

Sent: Friday, December 8, 2023 7:20 AM

To: s47E(d) <[s47E\(d\)@defence.gov.au](mailto:s47E(d)@defence.gov.au)>

Cc: s47E(d) <[s47E\(d\)@defence.gov.au](mailto:s47E(d)@defence.gov.au)>

Subject: RE: APS Post-Deployment Reporting [SEC=OFFICIAL]

Thanks for your understanding. Will provide an update on Monday.

s22

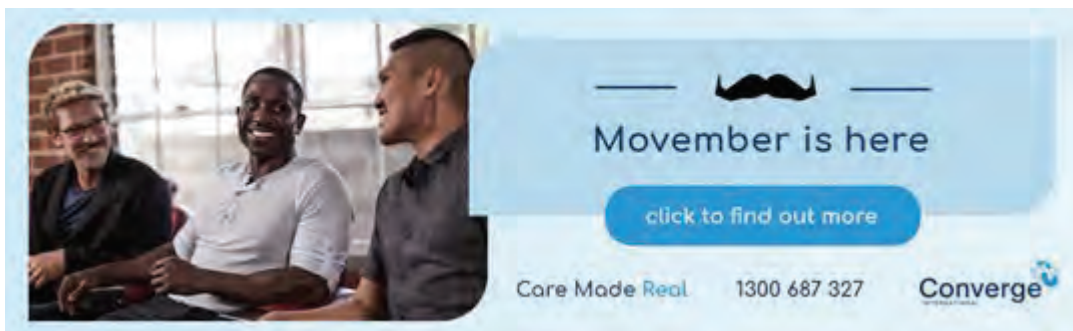
s47F

Regional Relationship Manager, Customer Relationships
Converge International

D s47F

E s47F

s47F 344 Queen Street, Brisbane QLD 4000



From: s47E(d) <[s47E\(d\)@defence.gov.au](mailto:s47E(d)@defence.gov.au)>

Sent: Friday, December 8, 2023 7:12 AM

To: s47F <s47F@convergeintl.com.au>

Cc: s47E(d) <[s47E\(d\)@defence.gov.au](mailto:s47E(d)@defence.gov.au)>

Subject: RE: APS Post-Deployment Reporting [SEC=OFFICIAL]

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OFFICIAL

Hi s47F

Sorry for not responding yesterday – s22 ! Monday is fine, thanks for keeping my in the loop.

s47E(d) – FYI, still determining whether the APS post-deployment reporting services can be provided under our existing contract. Working as fast as we can.

Cheers,

s47E(d)



A/Assistant Director
Health and Wellbeing
Work Health & Safety Branch
Defence People Group | Department of Defence

Ph: s47E(d)

s47E(d) | Brindabella Park | PO Box 7927 | Canberra BC | ACT | 2610

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From: s47F <s47F@convergeintl.com.au>
Sent: Thursday, 7 December 2023 10:11 AM
To: s47E(d) <[s47E\(d\)@defence.gov.au](mailto:s47E(d)@defence.gov.au)>
Subject: RE: APS Post-Deployment Reporting [SEC=OFFICIAL]

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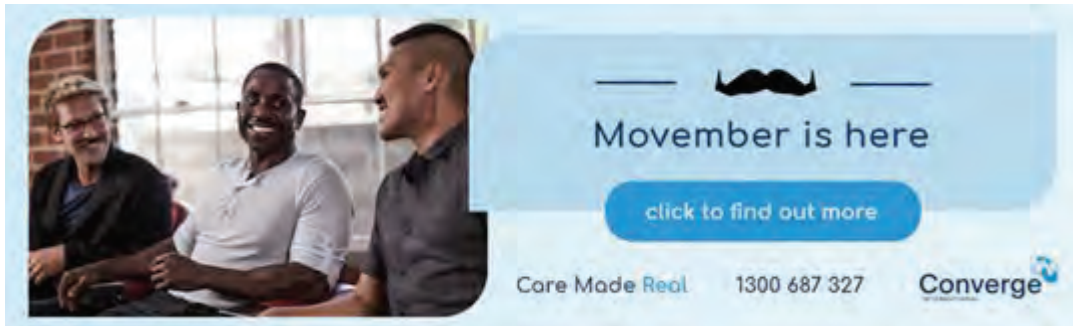
Hi s47E
(d)

Sorry about the delay in getting back to you, there's been a few emails going around internally about the below., I am meeting with the team on Monday to look at what reporting options are available based on the interpretation of the below.

Would it be ok if I provide an update then?

With thanks

s47F
Regional Relationship Manager, Customer Relationships
Converge International
D s47F
E s47F @convergeintl.com.au
s47F 344 Queen Street, Brisbane QLD 4000



From: s47E(d) @defence.gov.au>
Sent: Wednesday, December 6, 2023 11:10 AM
To: s47F @convergeintl.com.au>
Subject: APS Post-Deployment Reporting [SEC=OFFICIAL]

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OFFICIAL

Hi s47F

I've had a hunt through our existing contract as well to see where the reporting might fall. This is from Attachment s47F
I have a feeling this should cover the reporting requirements for post-deployment and 4
other bespoke services. However, let me know what you find from your follow-up. 7

s47E(d)

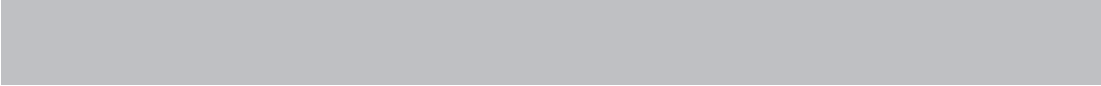
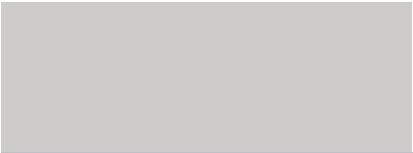
- Ability to tailor reporting requirements to Defence's needs

s
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d

Cheers,
s47E(d)
A/Assistant Director
Health and Wellbeing
Work Health & Safety Branch
Defence People Group | Department of Defence

Ph: s47E(d)

s47E(d) | Brindabella Park | PO Box 7927 | Canberra BC | ACT | 2610



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From: s47E(d)
Sent: Wednesday, 13 December 2023 11:16 PM
To: s47F
Cc: s47E(d)
Subject: 231214:1016 - s47E(d) - s47F APS Post-Deployment Reporting
Attachments: Dept of Defence - Post Deployment Counselling - Updated 12 December 2023.docx
Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Hi s47F

Thanks for sending this through 😊

I'm happy with the wording. I sent to s47E(from APS Rehab (the requesting work area) for a final review. There is a tracked change in the document along with one comment from s47E(

The comment mainly relates to inserting some wording around the proactive check-ins that were initially discussed as part of the program. s47E would be the best person to speak to about exactly what she wants inserted into the quote. Once done, I should be able to sign.

Thanks for your patience on this one.

Kind regards,

s47E(d)
A/Assistant Director
Health and Wellbeing
Work Health & Safety Branch
Defence People Group | Department of Defence

Ph: s47E(d)

s47E(d) | Brindabella Park | PO Box 7927 | Canberra BC | ACT | 2610

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From: s47E(d)
Sent: Wednesday, 20 December 2023 10:19 PM
To: s47E(d)
Cc: s47E(d)
Subject: 231221:0919 - s47E(d) Post Deployment
Support Proposal & Briefing Document

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Hi s47E(d)

Quote has been signed 😊

s47E(d)

s47E(d)

s22

Cheers,

s47E(d)
A/Assistant Director
Health and Wellbeing
Work Health & Safety Branch
Defence People Group | Department of Defence

Ph: s47E(d)

s47E(d) | Brindabella Park | PO Box 7927 | Canberra BC | ACT | 2610

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From: s47E(d) [redacted]@defence.gov.au>
Sent: Wednesday, 20 December 2023 4:52 PM
To: s47E(d) [redacted]@defence.gov.au>; s47F [redacted]
Cc: s47F [redacted] Consulting at Converge <Consulting@convergeintl.com.au>
Subject: RE: Post Deployment Support Proposal & Briefing Document [SEC=OFFICIAL]

OFFICIAL

Hi All,

Appreciate your assistance with this. Looks good to go from my end.

Would love to be able to get the promo material out by Friday if possible – will that with you.

Many thanks,

s47E(d) [redacted]
Assistant Director APS Rehabilitation
HR Services | People Services and Wellbeing Division
Defence People Group | Department of Defence

s47E(d) | Defence Plaza Melbourne
661 Bourke Street | Melbourne | VIC 3000

s47E(d) [redacted]

Connect with People Group services

PeopleConnect
1800DEFENCE - P: s47E(d) [redacted] | E: s47E(d) [redacted]@defence.gov.au

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From: s47E(d) [redacted]
Sent: Wednesday, 20 December 2023 3:03 PM
To: s47F [redacted] s47E(d) [redacted]
Cc: s47F [redacted] Consulting at Converge <Consulting@convergeintl.com.au>
Subject: RE: Post Deployment Support Proposal & Briefing Document [SEC=OFFICIAL]

OFFICIAL

Thanks for sending this back through s47F [redacted]

s47E(d) [redacted] let me know if you have any comments/changes to the quote. Otherwise, I'm happy to sign off. I will give you a ring tomorrow to discuss referral options.

Kind regards,

s47E(d) [redacted]

A/Assistant Director
Health and Wellbeing
Work Health & Safety Branch
Defence People Group | Department of Defence

Ph: s47E(d)

s47E(d) | Brindabella Park | PO Box 7927 | Canberra BC | ACT | 2610

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From: s47F
Sent: Wednesday, 20 December 2023 2:57 PM
To: s47E(d) <s47E(d)@defence.gov.au>; s47E(d) <s47E(d)@defence.gov.au>
Cc: s47F Consulting at Converge <Consulting@convergeintl.com.au>
Subject: Post Deployment Support Proposal & Briefing Document

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Hi s47E(d)

s22 thank you for your patience with this!

I am hoping we are very nearly there: I've attached the proposal which includes the Proactive Welfare Check In Calls, along with a briefing document for participants.

We just need to clarify the referral process, and then list it on the briefing document. The easiest process is for someone from your area to pass referrals on to us. But if you'd prefer self-referral option, we'd just need to signed proposal so a Job Number can be created for you, and we'll also provide an email template.

Please reach out if you have any queries, happy to help asap so we can get this over the line 😊

Warm regards, s47F

s47F
National Risk & Assessment Manager
Converge International
D s47F
E s47F

From: s47F @convergeintl.com.au>
Sent: Thursday, 21 December 2023 1:04 AM
To: s47E(d); Consulting at Converge
Cc: s47F
Subject: 231221:1204 - s47F]-s47E(d) Post Deployment Support Proposal & Briefing Document
Attachments: Post Deployment Wellbeing Support Options.docx
Follow Up Flag: Follow up
Flag Status: Completed
Categories: For Filing

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Hi s47E(d)

s22 I have written a couple of referral options into the briefing document, which you are welcome to edit yourself or ask our Consulting Team to edit (if the self-referral option is preferred we'll need the email template and JN from the Consulting Team anyway).

Please let me know if you have any queries.

s22, and look forward to receiving referrals for these services as they come.

Warm regards s47F

s47F
National Risk & Assessment Manager
Converge International
D s47F
E s47F

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From: s47E(d) @defence.gov.au>
Sent: Thursday, 21 December 2023 8:30 AM

To: s47F [redacted]@convergeintl.com.au; s47E(d) [redacted]@defence.gov.au;
Consulting at Converge <Consulting@convergeintl.com.au>
Cc: s47F [redacted]@convergeintl.com.au>
Subject: RE: Post Deployment Support Proposal & Briefing Document [SEC=OFFICIAL]

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OFFICIAL

Thanks s47F [redacted]

I'll need to confirm the referral process with s47E [redacted] who will be back online tomorrow. Will be in touch 😊
(d)

Cheers,

s47E(d) [redacted]

A/Assistant Director
Health and Wellbeing
Work Health & Safety Branch
Defence People Group | Department of Defence

Ph: s47E(d) [redacted]

s47E(d) [redacted] Brindabella Park | PO Box 7927 | Canberra BC | ACT | 2610

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From: s47F [redacted]@convergeintl.com.au
Sent: Thursday, 21 December 2023 8:21 AM
To: s47E(d) [redacted]@defence.gov.au; s47E(d) [redacted]
[redacted]@defence.gov.au; Consulting at Converge <Consulting@convergeintl.com.au>
Cc: s47F [redacted]@convergeintl.com.au>
Subject: Re: Post Deployment Support Proposal & Briefing Document [SEC=OFFICIAL]

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Hi s47E(d) [redacted]
)

Thank you for sending the proposal, much appreciated!

The @Consulting Operations Team will need a bit of time to set things up, I will let them share an estimation s47E(d) [redacted]

s47E(d) [redacted]

Can I please just clarify with you the referral process from your end s47G

[REDACTED]

Many thanks, s47F

s47F

National Risk & Assessment Manager
Converge International

D s47F

E s47F

[REDACTED]

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From: s47E(d) <[REDACTED]@defence.gov.au>

Sent: Thursday, 21 December 2023 8:13 AM

To: s47F <[REDACTED]@convergeintl.com.au>; s47E(d) <[REDACTED]@defence.gov.au>

Cc: s47F <[REDACTED]@convergeintl.com.au>; Consulting at Converge <Consulting@convergeintl.com.au>

Subject: RE: Post Deployment Support Proposal & Briefing Document [SEC=OFFICIAL]

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OFFICIAL

Hi all,

Please find attached the signed quote. The service will fall under our existing s47E(d) [REDACTED]. We will get back to around the referrals process.

s47F [REDACTED] – will this service technically be readily available now? Or will there be a period of time that Converge needs to ensure it is ready to go.

Thanks very much for your support with this one.

Kind regards,

s47E(d)

A/Assistant Director
Health and Wellbeing

From: s47E(d)
Sent: Thursday, 21 December 2023 11:00 PM
To: s47F; s47E(d) Consulting at Converge; s47F
Subject: 231222:1000 - s47E(d) s47F Post Deployment Support
Proposal & Briefing Document

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Good morning All s22

To answer your question – this would be a self-referral system (like with any EAP service accessed). This will protect their anonymity and ease of access.

I'm around today if you have any further questions.

Many thanks,

s47E(d)
Assistant Director APS Rehabilitation
HR Services | People Services and Wellbeing Division
Defence People Group | Department of Defence

s47E(d) Defence Plaza Melbourne
661 Bourke Street | Melbourne | VIC 3000

s47E(d)

Connect with People Group services

[PeopleConnect](#)
1800DEFENCE - P s47E(d) | E: s47E(d) @defence.gov.au

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From: s47F @convergeintl.com.au>
Sent: Thursday, 21 December 2023 11:01 AM
To: s47E(d) @defence.gov.au>; Consulting at Converge
<Consulting@convergeintl.com.au>; s47F @convergeintl.com.au>; s47E(d)
@defence.gov.au>
Subject: RE: Post Deployment Support Proposal & Briefing Document [SEC=OFFICIAL]

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Thanks s47E(d)

s47F

Regional Relationship Manager, Customer Relationships
Converge International

D s47F

E s47F [@convergeintl.com.au](mailto:s47F@convergeintl.com.au)

s47F, 344 Queen Street, Brisbane QLD 4000

From: s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)

Sent: Thursday, December 21, 2023 8:53 AM

To: Consulting at Converge <Consulting@convergeintl.com.au>; s47F

[@convergeintl.com.au](mailto:s47F@convergeintl.com.au); s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)

Cc: s47F [@convergeintl.com.au](mailto:s47F@convergeintl.com.au)

Subject: RE: Post Deployment Support Proposal & Briefing Document [SEC=OFFICIAL]

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OFFICIAL

Thanks for flagging s47F I'm not sure why that was. See attached.

s47E(d)

A/Assistant Director
Health and Wellbeing
Work Health & Safety Branch
Defence People Group | Department of Defence

Ph: s47E(d)

s47E(d) | Brindabella Park | PO Box 7927 | Canberra BC | ACT | 2610

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From: Consulting at Converge <Consulting@convergeintl.com.au>

Sent: Thursday, 21 December 2023 9:26 AM

To: s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au); s47F

[@convergeintl.com.au](mailto:s47F@convergeintl.com.au); s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au); Consulting at

Converge <Consulting@convergeintl.com.au>

Cc: s47F

Subject: RE: Post Deployment Support Proposal & Briefing Document [SEC=OFFICIAL]

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Hi team,

Thank-you for keeping us in the loop but I just wanted to point out that the signed version of the quote wasn't attached, if you can kindly attach the signed and completed version.

Kind regards,

s47F

Operations Manager | Training, Consulting & Safe Select
Converge International

D s47F

E s47F

s47F, 180 Lonsdale Street, Melbourne Victoria 3000 T s47F



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From: s47F [redacted]@convergeintl.com.au>
Sent: Tuesday, 26 March 2024 1:57 AM
To: [redacted]
Cc: s47F [redacted]; Consulting at Converge
Subject: 240326:1257 - s47F [redacted]]-s47E(d) [redacted]] 240215:1409 - s47F [redacted]]-s47E(d) [redacted]] Post-Operations Questions
Attachments: 231220 Quote - POPS Counselling.pdf; 2024 Welfare CheckIn Calls Referral Template.xlsx
Follow Up Flag: Follow up
Flag Status: Completed
Categories: s22

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Hi s47E([redacted]
d) [redacted]

Thanks so much for your patience, just wanted to share the Job Number to mention in email referrals for post-deployment counselling: JN688051.

Also attached here is a spreadsheet for contact details, in case you would like to proceed with the Welfare Check In Call service.

If you have any queries please let me know.

Warm regards, s47F [redacted]

s47F [redacted] ([Why Use Pronouns?](#))
National Risk & Assessment Manager
Converge International
D s47F [redacted]
E s47F [redacted] [@convergeintl.com.au](mailto:s47F@convergeintl.com.au)
s22

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From: s47F [redacted]@convergeintl.com.au>
Sent: Friday, March 15, 2024 12:03 PM
To: s47E(d) [redacted]@defence.gov.au>; Consulting at Converge
<Consulting@convergeintl.com.au>
Cc: s47F [redacted]@convergeintl.com.au>; s47F [redacted]@convergeintl.com.au>
Subject: Re: 240215:1409 - [s47F [redacted]]-[s47E(d) [redacted]] Post-Operations Questions [SEC=OFFICIAL]

Thanks so much for confirming s47E(d) [redacted] I'll defer back to [@Consulting at Converge](#) now but I would imagine that yes we are set up to go, but have not received any referrals.

Warm regards, s47F [redacted]

s22 [redacted]

From: s47E(d) [redacted]@defence.gov.au>
Sent: Friday, March 15, 2024 11:33:37 AM
To: s47F [redacted]@convergeintl.com.au>; Consulting at Converge
<Consulting@convergeintl.com.au>
Cc: s47F [redacted]@convergeintl.com.au>; s47F [redacted]@convergeintl.com.au>
Subject: RE: 240215:1409 - [s47F [redacted]]-[s47E(d) [redacted]] Post-Operations Questions [SEC=OFFICIAL]

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Hi s47F [redacted]

Sorry I missed your call.

Yes – you should have the signed copy of the proposal.

I'm okay if the program itself hasn't started getting up and running, just trying to get a gauge on its status so I know where we're at.

Cheers,

s47E(d) [redacted]
Assistant Director
Workplace Health and Psychosocial Safety Directorate
Work Health & Safety Branch
Defence People Group | Department of Defence

Ph: s47E(d) [redacted]

s47E(d) [redacted] | Brindabella Park | PO Box 7927 | Canberra BC | ACT | 2610

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From: s47F <[REDACTED]@convergeintl.com.au>
Sent: Friday, 15 March 2024 11:31 AM
To: s47E(d) <[REDACTED]@defence.gov.au>; Consulting at Converge <Consulting@convergeintl.com.au>
Cc: s47F <[REDACTED]@convergeintl.com.au>; s47F <[REDACTED]@convergeintl.com.au>
Subject: Re: 240215:1409 - s47F <[REDACTED]>]-[s47E(d) <[REDACTED]>] Post-Operations Questions [SEC=OFFICIAL]

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Happy Friday s47E(d)
)

s22

I just tried giving you a call and following up via email.

Could I please just confirm you have returned a signed version of our proposal?

I will check in with our @Consulting Operations team about this - team, this is in relation to the Defence proposal for Post-Deployment Counselling.

Warm regards, s47F

s47F <[REDACTED]> ([Why Use Pronouns?](#))

National Risk & Assessment Manager

Converge International

D s47F

E s47F <[REDACTED]@convergeintl.com.au>

s22

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From: s47E(d) <[REDACTED]@defence.gov.au>
Sent: Thursday, 14 March 2024 1:17 PM
To: s47F <[REDACTED]@convergeintl.com.au>

Cc: s47F [redacted]@convergeintl.com.au>; s47F [redacted]@convergeintl.com.au>
Subject: RE: 240215:1409 - s47F [redacted] [s47E(d)] Post-Operations Questions [SEC=OFFICIAL]

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Hi s47F [redacted]

s22 [redacted]

I'm in the process of pulling together a brief on the post-deployment program for our senior leadership to endorse. Are you able to confirm the status of the program:

1. Is the program currently "live". However, without referrals, it hasn't seen any uptake yet; or
2. Will the program become "live" when we have established appropriate referral pathways.

Or if it's something else, let me know! I haven't heard of anyone accessing the program thus far. However, not sure if it's operational despite this.

Cheers,

s47E(d) [redacted]

Assistant Director
Workplace Health and Psychosocial Safety Directorate
Work Health & Safety Branch
Defence People Group | Department of Defence

Ph: s47E(d) [redacted]

s47E(d) [redacted] | Brindabella Park | PO Box 7927 | Canberra BC | ACT | 2610

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From: s47F [redacted]@convergeintl.com.au>



Sent: Thursday, 15 February 2024 2:09 PM

To: s47E(d) [redacted]@defence.gov.au>

Cc: s47F [redacted]@convergeintl.com.au>; s47F [redacted]

[redacted]@convergeintl.com.au>

Subject: 240215:1409 - s47F [redacted] [s47E(d)] Post-Operations Questions

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Hi s47E(d) [redacted]

)

s22 [redacted]

Pre/Post Deployment Assessments are a 2-hour structured clinical interview including psychometric testing.

Welfare Check In Calls have no set duration, but the average call length is 15 minutes and there is a much briefer, semi-structured interview. There are a few set questions designed to cover mood and sleep, but no psychometric testing.

I hope this information is helpful, please let me know if you have any further queries.

Warm regards, s47F

s47F [Why Use Pronouns?](#)

National Risk & Assessment Manager
Converge International

D s47F

E s47F [@convergeintl.com.au](mailto:s47F@convergeintl.com.au)

s22

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From: s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)

Sent: Thursday, 15 February 2024 1:49 PM

To: s47F [@convergeintl.com.au](mailto:s47F@convergeintl.com.au)

Cc: s47F [@convergeintl.com.au](mailto:s47F@convergeintl.com.au); s47F

[@convergeintl.com.au](mailto:s47F@convergeintl.com.au)

Subject: RE: Post-Operations Questions [SEC=OFFICIAL]

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OFFICIAL

Thanks for the quick response s47F

Regarding my first question – what would be the difference between pre-/post-deployment assessments and the welfare check-ins since the welfare check-ins seem to utilise an assessment component.

Cheers,

s47E(d)

A/Assistant Director
Workplace Health and Psychosocial Safety Directorate
Work Health & Safety Branch
Defence People Group | Department of Defence

Ph: s47E(d)

s47E(d) | Brindabella Park | PO Box 7927 | Canberra BC | ACT | 2610

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From: s47F <s47F@convergeintl.com.au>
Sent: Tuesday, 13 February 2024 10:51 AM
To: s47E(d) <[s47E\(d\)@defence.gov.au](mailto:s47E(d)@defence.gov.au)>
Cc: s47F <s47F@convergeintl.com.au>; s47F <s47F@convergeintl.com.au>
Subject: Re: Post-Operations Questions [SEC=OFFICIAL]

 **EXTERNAL EMAIL:** Do not click any links or open any attachments unless you trust the sender and know the content is safe. 

Hi s47E(d)
)

s22

I've responded to your questions below in blue, please let me know if you have any further queries.

Warm regards, s47F

s47F <[\(Why Use Pronouns?\)](#)>
National Risk & Assessment Manager
Converge International
D s47F
E s47F <s47F@convergeintl.com.au>
s22

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From: s47E(d) <[redacted]@defence.gov.au>
Sent: Monday, 12 February 2024 3:39 PM
To: s47F <[redacted]@convergeintl.com.au>
Cc: s47F <[redacted]@convergeintl.com.au>; s47F <[redacted]@convergeintl.com.au>
Subject: Post-Operations Questions [SEC=OFFICIAL]

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Hi s47F

I'm just working through the referral process for the post-operations services. I have a few questions that I'm hoping you might be able to answer:

- Converge has provided post-deployment support for APS employees for several years. Are you able to clarify the difference between that and within the most recent quote?
 - I want to understand whether this program is **replacing** the previous program or whether the programs are complimentary. *My understanding is that we can still provide pre- and post-deployment assessments as required, and these are delivered when we receive a separate referral form. so this program is complimentary.*
- Would the Welfare Check-In component be appropriate for previous APS employees? Or is it just for those who have recently returned from deployment? *Completely fine for previous APS employees to receive this if you wish.*
- Are the Welfare Check-Ins opt-in?
 - That is, once individuals have received their initial assessment, will they continue to receive subsequent phone calls for the next 6 months regardless of whether they opt-in or not? *All of our services are considered voluntary,* s47G

Thanks!

s47E(d)

A/Assistant Director
Workplace Health and Psychosocial Safety Directorate
Work Health & Safety Branch
Defence People Group | Department of Defence

Ph: s47E(d)

s47E(d) Brindabella Park | PO Box 7927 | Canberra BC | ACT | 2610



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<https://www.mailguard.com.au/mg>

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s22

From: s47F [redacted]@defence.gov.au>
Sent: Wednesday, 24 April 2024 1:06 PM
To: Love, John MR s47E(d) [redacted]@defence.gov.au>; s47E(d) [redacted]@defence.gov.au>
Cc: s47E(d) [redacted]@defence.gov.au>; s47E(d) [redacted]@defence.gov.au>; s47E(d) [redacted]@defence.gov.au>
Subject: RE: Post-ops APS supports [SEC=OFFICIAL]

OFFICIAL

s22

Appreciate all your work on the review and the new program. 😊

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From: Love, John MR s47E(d) <[redacted]@defence.gov.au>
Sent: Wednesday, 24 April 2024 1:03 PM
To: s47F [redacted] <[redacted]@defence.gov.au>; s47E(d) [redacted] <[redacted]@defence.gov.au>
Cc: s47E(d) [redacted] <[redacted]@defence.gov.au>; s47E(d) [redacted] <[redacted]@defence.gov.au>; s47E(d) [redacted] <[redacted]@defence.gov.au>
Subject: RE: Post-ops APS supports [SEC=OFFICIAL]

OFFICIAL

Hi s47F [redacted]

That's correct, we feel the APS Post Deployment Support Program meets the needs.

Regards

John Love

Assistant Secretary
Work Health Safety Branch
Defence People Group | Department of Defence

s47E(d) | Lloyd Street, Enoggera | QLD 4051
P: s47E(d) | M: s22 [redacted]



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From: s47F [redacted] <[redacted]@defence.gov.au>
Sent: Wednesday, 24 April 2024 11:40 AM
To: s47E(d) [redacted] <[redacted]@defence.gov.au>
Cc: Love, John MR s47E(d) <[redacted]@defence.gov.au>; s47E(d) [redacted] <[redacted]@defence.gov.au>; s47E(d) [redacted] <[redacted]@defence.gov.au>; s47E(d) [redacted] <[redacted]@defence.gov.au>
Subject: RE: Post-ops APS supports [SEC=OFFICIAL]

OFFICIAL

Thanks s47E(d) [redacted] this is really helpful, thank you. Just to triple check, so there are no additional supports being developed (beyond the APS Post Deployment Support Program)? No need for a background brief at this stage.

Great if you can keep me and s47E(d) (cc'ed) in the loop on the planned comms.

Cheers
s47F

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From: s47E(d) s47E(d) @defence.gov.au>
Sent: Wednesday, 24 April 2024 11:02 AM
To: s47F @defence.gov.au>
Cc: Love, John MR s47E(d) @defence.gov.au>; s47E(d) @defence.gov.au>; s47E(d) @defence.gov.au>
Subject: RE: Post-ops APS supports [SEC=OFFICIAL]

OFFICIAL

Hi s47F

Thanks for your patience while I worked this through with the WHS team in more detail:

Q1) whether Defence undertook the review of post-operational supports for APS employees as a result of s47F enquiry;

In September 2022, s47F submitted a ministerial to Deputy Prime Minister Richard Marles concerning support to APS employees who deploy on warlike operations. In response to s47F enquiry, Defence People Group conducted a review to investigate the support services offered to APS employees post-deployment. The review identified that the supports on offer to all serving APS members through the Defence's Employee Assistance Program could be further strengthened through the incorporation of a targeted post-deployment support.

Q2) there still seems to be a gap with the use of EAP, given this will only provide support to employees as long as they remains APS employees; s47E(d)

The APS Post-Deployment Support Program is the program referenced in s47E(d). Whilst this program is offered through Defence's EAP provider, Converge International, it is separate from the regular EAP offered to Defence APS employees. The program will provide support to both current and former Defence Australian Public Service, Australian Signals Directorate, and Australian Submarine Agency employees who have been deployed overseas.

Q3) what are the additional supports being developed, and on what timeline?

The additional supports referenced refer to the APS Post-Deployment Program outlined in Question 2. The program will provide free trauma-informed support for current and former Defence APS employees who have been on an operational deployment. This is an opt-in program which offers:

1. Up to 6 monthly welfare check-in calls; and/or
2. Up to 12 specialised one-hour post-deployment counselling sessions.

Further information about welfare check-in calls and post-deployment counselling is outlined below. This is a novel program that requires thorough consultation with key partners within Defence to ensure it can be integrated into

existing processes and receives adequate internal and external promotion. With these activities in mind, the program is expected to officially launch this financial year (FY23-24).

Welfare Check-In Calls

During these phone calls, a Converge consultant will ask a series of wellbeing-related questions and, if required, provide advice on referral options for support services.

Post-Deployment Counselling

These sessions are centred around managing an individual's presenting needs, as well as enhancing their wellbeing. This may include setting practical goals and actions in relation to nutrition, exercise, sleep, social relationship, and other aspects of wellbeing.

will these come to DPM or MINDP for info/decision?

The APS Post-Deployment Program leverages Defence's existing arrangement with its EAP provider, Converge International. There are therefore no policy implications or significant resourcing considerations. Oversight of the program will be managed internally within Defence People Group's People Services and Wellbeing Division.

Q4) is there a comms plan under development to announce additional supports (beyond just internal comms)?

A communications plan is being developed by Defence People Group's People Services and Wellbeing Division. This will include the release of an external-facing internet page which will provide former Defence employees with access to the program. In addition, Defence People Group will investigate options with DVA and Comcare to support a warm referral for any former and current APS personnel reaching out for post deployment supports.

If you need anything further in the coming days, or a background brief prepared, please let either John Love (AS WHS) or I know

Cheers

s47E(d)

s47E(d)

A/Assistant Secretary

s47E(d)

HR Services | People Services and Wellbeing Division
Defence People Group | Department of Defence

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From: s47F @defence.gov.au>
Sent: Monday, 22 April 2024 11:45 AM
To: s47E(d) s47E(d) @defence.gov.au>
Subject: Post-ops APS supports [SEC=OFFICIAL]

OFFICIAL

Hi s47E(d)

Thanks for the quick chat, s22 so to clarify my queries on MC23-004135 are:

- whether Defence undertook the review of post-operational supports for APS employees as a result of s47F enquiry;
- there still seems to be a gap with the use of EAP, given this will only provide support to employees as long as they remains APS employees;
- what are the additional supports being developed, and on what timeline?
 - will these come to DPM or MINDP for info/decision?
- is there a comms plan under development to announce additional supports (beyond just internal comms)?

Some of my questions are slightly separate to the MinCorro, and may warrant a MinSub/background brief (unless this work is part of some other reform – ie. Workforce Plan – and will come up as part of that). Is MINDP (and/or his Office) aware of this work?

Cheers,
s47F

s47F

Office of the Deputy Prime Minister | Minister for Defence
Parliament House | Canberra | Australia

T: s47F
Mob: s47F



I acknowledge the Traditional Custodians of Country throughout Australia. I recognise their connection to traditional lands and waters and pay my respects to their Elders past and present.

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From: s47E(d)
Sent: Thursday, 2 May 2024 1:32 AM
To: s47E(d) S
Subject: 240502:1031 - s47E(d)]-[s47E(d)] 240502 - WOMED -
OUT: APS Post-Deployment Supports

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

s22

What is your Monday or Tuesday looking like next week?

Regards,

s22



s47E(d)
WOMED
Health Directorate – J1/4 Branch
Headquarters Joint Operations Command

PO Box 7928 | Canberra BC, ACT 2601
s47E(d) | General John Baker Complex | Kings Highway, Bungendore NSW 2621
Skype: s47E(d) Desk: s47E(d) | M: s22 (after hours only)
E: s47E(d) @defence.gov.au
Group Inbox: s47E(d) @defence.gov.au



I acknowledge the Ngunnawal people, and recognise their continuing connection to traditional lands and waters and pay my respects to their Elders both past and present. I also pay respect to the Aboriginal and Torres Strait Islander women and men who have contributed to the defence of Australia in times of peace and war.

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From: s47E(d) @defence.gov.au>
Sent: Thursday, 2 May 2024 10:25 AM
To: s47E(d) @defence.gov.au>
Subject: RE: 240502 - WOMED - OUT: APS Post-Deployment Supports [SEC=OFFICIAL]

OFFICIAL

Wonderful! I'm relatively free today, or else have plenty of availability early next week. Are you happy if I find a suitable time in your calendar and lock it in?

Cheers,

s47E(d)

Assistant Director
Workplace Health and Psychosocial Safety Directorate
Work Health & Safety Branch
Defence People Group | Department of Defence

Ph: s47E(d)

s47E(d) | Brindabella Park | PO Box 7927 | Canberra BC | ACT | 2610

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From: s47E(d) <[redacted]@defence.gov.au>
Sent: Thursday, 2 May 2024 10:23 AM
To: s47E(d) <[redacted]@defence.gov.au>
Subject: 240502 - WOMED - OUT: APS Post-Deployment Supports [SEC=OFFICIAL]

OFFICIAL

Hi s47E(d)

I would love to make some time when we are both available to discuss further.

s47E(d)

When might you be free?

Regards,

s22



s47E(d)
WOMED
Health Directorate – J1/4 Branch
Headquarters Joint Operations Command

PO Box 7928 | Canberra BC, ACT 2601
s47E(d) | General John Baker Complex | Kings Highway, Bungendore NSW 2621
Skype: s47E(d) | Desk: s47E(d) | M: s22 (after hours only)
E: s47E(d) @defence.gov.au
Group Inbox: s47E(d) @defence.gov.au



I acknowledge the Ngunnawal people, and recognise their continuing connection to traditional lands and waters and pay my respects to their Elders both past and present. I also pay respect to the Aboriginal and Torres Strait Islander women and men who have contributed to the defence of Australia in times of peace and war.

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From: s47E(d) @defence.gov.au>
Sent: Thursday, 2 May 2024 10:19 AM
To: s47E(d) @defence.gov.au>
Subject: APS Post-Deployment Supports [SEC=OFFICIAL]

OFFICIAL

Hi s47E(d)

I spoke to s47E(d) a few weeks ago about a post-deployment support program that we are hoping to offer to APS employees when they return from deployment.

s47E(d) advised that he back briefed you on this program and you would be the POC while he is away. However, for some context, we are hoping for APS employees to be referred to this program through JOC upon their return from deployment.

My current understanding is that it's unclear who is responsible for formally integrating this program into post-deployment process s47E(d)

Through my discussions with JHC, I've identified a potential solution to this and was hoping to talk through it with someone in JOC. s47E(d)

We need to stand the program up by June 2024, so I'd be keen to discuss ASAP.

I've also attached my correspondence with s47E(d) to date for further background.

Kind regards,

s47E(d)

Assistant Director
Workplace Health and Psychosocial Safety Directorate

From: s47F [REDACTED]@convergeintl.com.au>
Sent: Friday, 3 May 2024 4:28 AM
To: [REDACTED]
Cc: s47F [REDACTED]
Subject: 240503:1327 - s47F [REDACTED] s47E(d) [REDACTED]] Referral Form
Attachments: EAP Plus Referral Form_Risk Assessment_March2021.docx

Follow Up Flag: Follow up
Flag Status: Completed

Categories: s22 [REDACTED]

⚠ EXTERNAL EMAIL: Do not click any links or open any attachments unless you trust the sender and know the content is safe. **⚠**

Hi s47E(d) [REDACTED]

As requested, please find the referral form. I hope this is what you were after.

Many thanks

s47F [REDACTED]

s47F [REDACTED]

Senior Partnership Manager
Converge International

D s47F [REDACTED]

E s47F [REDACTED] [\[REDACTED\]@convergeintl.com.au](mailto:[REDACTED]@convergeintl.com.au)

A s47F [REDACTED] 28/36 Ainslie Place, Canberra ACT 2601

T s47F [REDACTED]



s47E(d)

From: Love, John MR s47E(d)
Sent: Monday, 6 May 2024 8:33 AM
To: s47E(d)
Cc: s47E(d)
Subject: 240506:1732 - [Love, John MR s47E(d)] Post-Deployment Support Update

Follow Up Flag: Follow up
Flag Status: Completed

Categories:

Love this, thank you.

s22

s22

On 6 May 2024, at 3:29 PM, s47E(d) <[redacted]@defence.gov.au> wrote:

OFFICIAL

This is awesome s47E(d)

John – An FYI. Seems like we are getting traction.

s47E(d)

Director
Workplace Health and Psychosocial Safety
Work Health Safety Branch
Defence People Group | Department of Defence

s47E(d) | Orrs Road | Swartz Barracks Oakey Qld 4401

Phone s47E(d)

I am working flexible hours on occasion for personal/family commitments. There is no expectation that you respond to this email outside of Monday to Friday standard business hours.

<image003.jpg>

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From: s47E(d) @defence.gov.au>
Sent: Monday, 6 May 2024 11:34 AM
To: s47E(d) @defence.gov.au>
Subject: Post-Deployment Support Update [SEC=OFFICIAL]

OFFICIAL

Hi there,

Just back-briefing you on a conversation I just had with s47E(d) in JOC around post-deployment supports.

s47E(d)

This answer is in line with my recommendation within the brief I sent up to you. Seems like a really positive step to getting this thing off the ground – s22

s47E(d)

Cheers,

s47E(d)

Assistant Director
Workplace Health and Psychosocial Safety Directorate
Work Health & Safety Branch
Defence People Group | Department of Defence

Ph: s47E(d)

s47E(d) | Brindabella Park | PO Box 7927 | Canberra BC | ACT | 2610

<image001.png>

<image002.png>

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From: s47F @convergeintl.com.au>
Sent: Wednesday, 8 May 2024 12:52 AM
To: ; Consulting at Converge
Subject: 240508:0951 - s47F s47E(d) Email template for POPS Welfare check ins

Follow Up Flag: Follow up
Flag Status: Completed

Categories: s22

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The referral form looks great to me s47E(d) - @Consulting Team, please feel free to share any feedback you many have as well.

@Consulting Team, also confirming that s47G

Warm regards, s47F

s47F (Why Use Pronouns?)
National Risk & Assessment Manager
Converge International
D s47F
E s47F @convergeintl.com.au
s22

Converge International recognises that our national identity is embedded in Aboriginal and Torres Strait Islander cultures. We are committed to reconciliation and committed to an Australia that is inclusive and equal.



Converge International is proud to have commenced our reconciliation journey through launching our first Reconciliation Action Plan. Converge encourages all Australians to **be a voice for reconciliation** in tangible ways in our everyday lives – where we live, work and socialise. Read more in the Converge Flourish magazine.



From: s47E(d) @defence.gov.au>
Sent: Wednesday, 8 May 2024 9:46 AM
To: s47F @convergeintl.com.au>
Cc: Consulting at Converge <Consulting@convergeintl.com.au>
Subject: RE: Email template for POPS Welfare check ins [SEC=OFFICIAL]

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

OFFICIAL

Hi s47F

Thanks for your time on the phone. As discussed:

- s47E(d)

-

-

I've also attached the revised referral form. Let me know if any concerns. Otherwise, I will plan to have this available on our intranet and internet pages.

Cheers,

s47E(d)



Assistant Director
Workplace Health and Psychosocial Safety Directorate
Work Health & Safety Branch
Defence People Group | Department of Defence

Ph: s47E(d)

s47E(d) | Brindabella Park | PO Box 7927 | Canberra BC | ACT | 2610

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From: s47F @convergeintl.com.au
Sent: Wednesday, 8 May 2024 9:21 AM
To: s47E(d) @defence.gov.au
Cc: Consulting at Converge <Consulting@convergeintl.com.au>
Subject: Re: Email template for POPS Welfare check ins [SEC=OFFICIAL]

 **EXTERNAL EMAIL:** Do not click any links or open any attachments unless you trust the sender and know the content is safe. 

Hi s47E(d)

I've received a query from the operations team, because as I'd mentioned yesterday, we don't usually offer the Welfare Check In service to individuals.

I believe the team has previously sent you the spreadsheet for referrals, but I've also attached a version of it here.

s47G

Happy to discuss this with you, as I appreciate from the client perspective it would be very handy to link in individually, but that's where the post-deployment counselling can be utilised instead.

Warm regards, s47F

s47F [\(Why Use Pronouns?\)](#)

National Risk & Assessment Manager

Converge International

D s47F

E s47F @convergeintl.com.au

s22

Converge International recognises that our national identity is embedded in Aboriginal and Torres Strait Islander cultures. We are committed to reconciliation and committed to an Australia that is inclusive and equal.



Converge International is proud to have commenced our reconciliation journey through launching our first Reconciliation Action Plan. Converge encourages all Australians to **be a voice for reconciliation** in tangible ways in our everyday lives – where we live, work and socialise. Read more in the Converge Flourish magazine.



From: s47F @convergeintl.com.au

Sent: Tuesday, 7 May 2024 11:59 AM

To: s47E(d) @defence.gov.au; Consulting at Converge

<Consulting@convergeintl.com.au>

Subject: Re: Email template for POPS Welfare check ins [SEC=OFFICIAL]

Hi s47E(d)

How does this form look?

You're welcome to add contact name and details of an internal contact if you like, and also Defence logo if you wish.

Warm regards, s47F

s47F (Why Use Pronouns?)
National Risk & Assessment Manager
Converge International
D s47F
E s47F @convergeintl.com.au
s22

Converge International recognises that our national identity is embedded in Aboriginal and Torres Strait Islander cultures. We are committed to reconciliation and committed to an Australia that is inclusive and equal.



Converge International is proud to have commenced our reconciliation journey through launching our first Reconciliation Action Plan. Converge encourages all Australians to **be a voice for reconciliation** in tangible ways in our everyday lives – where we live, work and socialise. Read more in the Converge Flourish magazine.



From: s47F @convergeintl.com.au>
Sent: Tuesday, 7 May 2024 9:45 AM
To: s47E(d) @defence.gov.au>; Consulting at Converge
<Consulting@convergeintl.com.au>
Subject: Re: Email template for POPS Welfare check ins [SEC=OFFICIAL]

Hi s47E(

Perhaps if that version is a bit too detailed, we can use this version attached.

Please let us know what you think 😊

Warm regards, s47F

s47F (Why Use Pronouns?)
National Risk & Assessment Manager
Converge International
D s47F
E s47F @convergeintl.com.au
s22

Converge International recognises that our national identity is embedded in Aboriginal and Torres Strait Islander cultures. We are committed to reconciliation and committed to an Australia that is inclusive and equal.



Converge International is proud to have commenced our reconciliation journey through launching our first Reconciliation Action Plan. Converge encourages all Australians to **be a voice for reconciliation** in tangible ways in our everyday lives – where we live, work and socialise. Read more in the Converge Flourish magazine.



From: s47E(d) <[redacted]@defence.gov.au>
Sent: Tuesday, 7 May 2024 9:35 AM
To: Consulting at Converge <Consulting@convergeintl.com.au>
Cc: s47F <[redacted]@convergeintl.com.au>
Subject: RE: Email template for POPS Welfare check ins [SEC=OFFICIAL]

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

OFFICIAL

Hi s47F

s22 [redacted] Is the email one that Converge will send to participants when they have been referred to the program?

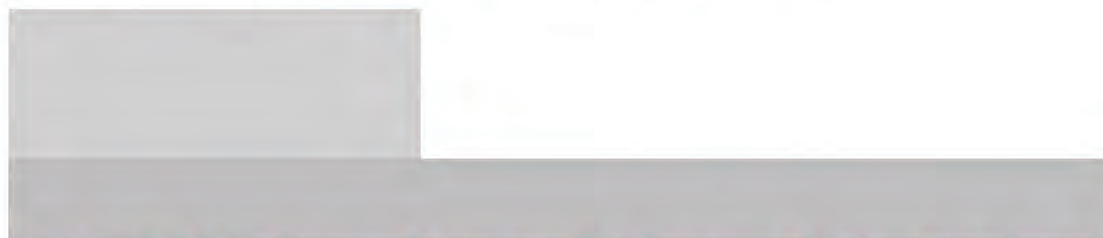
I'm also wondering if we had an update on the referral form? I'm hoping to have the program live on our internal networks in the next couple weeks.

Cheers,

s47E(d)
Assistant Director
Workplace Health and Psychosocial Safety Directorate
Work Health & Safety Branch
Defence People Group | Department of Defence

Ph: s47E(d)

s47E(d) | Brindabella Park | PO Box 7927 | Canberra BC | ACT | 2610



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From: Consulting at Converge <Consulting@convergeintl.com.au>
Sent: Tuesday, 7 May 2024 8:47 AM
To: s47E(d) <[s47E\(d\)@defence.gov.au](mailto:s47E(d)@defence.gov.au)>
Cc: s47F
Subject: RE: Email template for POPS Welfare check ins

⚠️ EXTERNAL EMAIL: Do not click any links or open any attachments unless you trust the sender and know the content is safe. **⚠️**

Hi s47E,
(d)
Can you please ignore previous email and attachment? s47F asked me to change a couple of things as I am new to doing these.

Please find attached a new email template for you to send out.

Kind regards,
s47F

Coordinator, Products
Converge International
D: s47F | E: s47F <s47F@convergeintl.com.au>
A: s47F 180 Lonsdale Street, Melbourne Victoria 3000
s22

s47F 180 Lonsdale Street, Melbourne Victoria 3000 T s47F



From: Consulting at Converge
Sent: Tuesday, May 7, 2024 7:59 AM
To: s47E(d) <[s47E\(d\)@defence.gov.au](mailto:s47E(d)@defence.gov.au)>
Cc: s47F <s47F@convergeintl.com.au>
Subject: Email template for POPS Welfare check ins

Hi s47E, hope you are well.
(d)
Please find attached email for you to send out to everyone you want to participate in the Welfare Check in Calls and post-Deployment Counselling.

Please let me know if there is anything else I can help with.

Kind regards,
s47F

Coordinator, Products

Converge International

D: s47F | E: s47F @convergeintl.com.au

s47F, 180 Lonsdale Street, Melbourne Victoria 3000
s22

s47F, 180 Lonsdale Street, Melbourne Victoria 3000 T s47F



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<https://www.mailguard.com.au/mg>

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From: s47E(d)
Sent: Friday, 17 May 2024 8:13 AM
To: s47E(d)
Cc: s47E(d) s47E(d)
Subject: 240517:1713 - s47E(d) s47E(d)] APS Post-Deployment Support Brief

Follow Up Flag: Follow up
Flag Status: Completed

Categories:

OFFICIAL

Hi s47E(d)

That's fantastic! Thank you for the update.

s47E(d)
Assistant Director APS Rehabilitation
HR Services | People Services and Wellbeing Division
Defence People Group | Department of Defence

s47E(d) | Defence Plaza Melbourne
661 Bourke Street | Melbourne | VIC 3000

s47E(d)

Connect with People Group services

PeopleConnect
1800DEFENCE - P: s47E(d) | E: s47E(d) @defence.gov.au

Defence acknowledges the traditional owners of country throughout Australia and their continuing connection to land and community. We pay our respect to them and their cultures and to the elders both past and present.

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From: s47E(d) @defence.gov.au>
Sent: Friday, 17 May 2024 2:53 PM
To: s47E(d) @defence.gov.au>
Cc: s47E(d) @defence.gov.au>; s47E(d) @defence.gov.au>
Subject: APS Post-Deployment Support Brief [SEC=OFFICIAL]

OFFICIAL

Hi s47E(d)

FYI for your – a copy of the Post-Deployment Support Brief that has gone up for John and Cassie’s clearance.

We are aiming to have an intranet page up and running over the next week or so, with an external internet page by 30 June.

We’ll also send out an email to all customer service areas to let them know about the program and how they can submit referrals.

Cheers,

s47E(d)

Assistant Director
Workplace Health and Psychosocial Safety Directorate
Work Health & Safety Branch
Defence People Group | Department of Defence

Ph: s47E(d)

s47E(d) | Brindabella Park | PO Box 7927 | Canberra BC | ACT | 2610



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From: s47E(d)
Sent: Wednesday, 19 June 2024 1:52 AM
To: s47E(d)
Cc: s47E(d); Love, John MR s47E(d)
Subject: 240619:1051 - s47E(d) s47E(d) For
Information: APS Post-Deployment Support Program

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Good morning s47E(d)

s22

I would like to inform s47E(d) about a new post-deployment support program that Defence are offering to their current and former APS employees.

Background

The APS Post-Deployment Support Program is now being offered to current and former Defence APS, Australian Signals Directorate, and Australian Submarine agency employees who have returned from deployment.

The program provides free trauma-informed post-deployment support through offering individuals:

- Monthly welfare check-in calls (up to 6 months); and/or
- Up to 12 specialised one-hour post-deployment counselling sessions following their return from deployment.

Further information can be found on our [APS Post-Deployment Support internet page](#).

Action Required

No action is required from s47E(d). However, s47E(d) may wish to share information about the program (via our internet page) to eligible individuals should they make contact and require support.

If you let me know your availability, I can set up a time to discuss the program further.

Kind regards,

s47E(d)
Assistant Director
Workplace Health and Psychosocial Safety Directorate
Work Health & Safety Branch
Defence People Group | Department of Defence

Ph s47E(d)

s47E(d) | Brindabella Park | PO Box 7927 | Canberra BC | ACT | 2610

From: s47E(d)
Sent: Wednesday, 19 June 2024 1:48 AM
To: s47E(d)
Cc: s47E(d); Love, John MR s47E(d)
Subject: 240619:1047 - s47E(d) s47E(d) For
Information: APS Post-Deployment Support Program

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Good morning s47E(d)

s22

I would like to inform s47E(d) about a new post-deployment support program that Defence are offering to their current and former APS employees.

Background

The APS Post-Deployment Support Program is now being offered to current and former Defence APS, Australian Signals Directorate, and Australian Submarine agency employees who have returned from deployment.

The program provides free trauma-informed post-deployment support through offering individuals:

- Monthly welfare check-in calls (up to 6 months); and/or
- Up to 12 specialised one-hour post-deployment counselling sessions following their return from deployment.

Further information can be found on our [APS Post-Deployment Support internet page](#).

Action Required

No action is required from s47E(d). The program is solely targeted towards APS employees. However, we are aware that s47E(d) may receive contact from APS employees seeking support following a deployment. s47E(d) may therefore wish to share information about this program (via our internet page) to eligible individuals should they make contact and require support.

If you let me know your availability, I can set up a time to discuss the program further.

Kind regards,

s47E(d)

Assistant Director
Workplace Health and Psychosocial Safety Directorate
Work Health & Safety Branch
Defence People Group | Department of Defence

Ph s47E(d)

s47E(d) | Brindabella Park | PO Box 7927 | Canberra BC | ACT | 2610

Task History
MC22-002914

Date	Description	Type	User	Details	Reason	On Behalf Of	Additional Information
17/11/2022 11:56	Assign to DLO	Processing Instructions	s47F	Redraft required, see adviser's notes on the brief.; In the original corro, at the paragraph marked #,s47F suggests further work be undertaken to understand the challenges faced by people in s47F situation. This is a good suggestion. Please redraft the brief to present DPM with an option to direct an appropriate person to undertake this work. This could be conducted through a Fact Finding (or similar) process, addressing the questions;; 1. How many people are likely in the same cohort as s47F that is, Defence civilians who deployed into Iraq and Afghanistan (and other similar places) over the past two decades.;; 2. Describes the avenues of support currently available to these people. Some of this is already in the draft reply letter (for example the workers compensation mechanism).;; 3. Present suggestions for how these support mechanisms might be improved. These suggestions might be modest; a dedicated number to call for support (or similar).;; Happy to discuss.;; s47F			



Australian Government
Defence

Ministerial Brief for Action

MC22-002914

FOR: Deputy Prime Minister

Action Requested by: At your convenience

Reason for Urgency: N/A

CC: Secretary, CDF, VCDF, Associate Secretary, FASMECC

MINISTERIAL RESPONSE - s47F ASD SERVICE

Key Issues:

s47F has requested a review of the support provided to Australian Public Service (APS) employees who deploy with the ADF in warlike operations. s47F has asked the review examine the impact of deployments on Defence APS employees, to establish whether an issue exists and what support might be appropriate. Defence will conduct a review and provide a brief to you on the review outcomes s47E(d) s47E(d) A draft response advising s47F that a review will be undertaken is provided at Attachment A.

Recommendations:

That you:

1. sign the letter at Attachment A.

Decision

Approve/Not approved

Media Considerations:

Defence does not anticipate any media interest from this matter.

Signature

Richard Marles
December 2022

Minister comments:

Cleared by:

Justine Greig
Deputy Secretary
Defence People Group

2 December 2022

s22

Contact Officer:

Paul Robards
A/First Assistant Secretary People Services

s22

~~OFFICIAL Sensitive | Personal privacy~~

Sensitivity: No.

Financial Impacts: No.

1. At this time there are no financial impacts, however the potential for financial implications will depend on the findings of the review.

Systems/legislation/deregulation: No.

Consultation: Yes.

2. s47E(d) [REDACTED], Sensitive Incident Management Cell, Joint Operations Command.
3. Dale Furse, Chief Operating Officer, Australian Signals Directorate.
4. Vanessa Ganley, Assistance Secretary Intelligence Enterprise Management, Defence Intelligence Group.

Attachments

- | | |
|---------------------|--|
| <u>Attachment A</u> | Letter to s47F [REDACTED]. |
| <u>Attachment B</u> | Letter from s47F [REDACTED]. |
| <u>Attachment C</u> | MILPERSMAN Pt 11 Ch 6 – Civilians Supporting ADF Operations. |

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Background

Contextual Information on APS deployment conditions

5. Defence APS and ASD employees (ASD is an independent statutory agency), who volunteer to accompany the Australian Defence Force on operations overseas, are required to agree to become a Defence civilian for the duration of their deployment.
6. By consenting to become a Defence Civilian, under the *Defence Force Discipline Act 1982* (Cth), and by being included as a member of the force under the Status of Forces Agreement, civilians are under Australian law rather than host nation law.
7. Prior to any overseas deployment, ASD employees (similar to ASD's predecessor Defence Signals Directorate (DSD) employees) undertake an assessment to ensure suitability to deploy overseas.
8. Whilst in areas of operation, Defence Civilians are operationally integrated with the Australian Defence Force, but are not eligible to claim workers' compensation under the *Military, Rehabilitation and Compensation Act 2004* (MRCA).
9. Should an APS and/or ASD employee sustain an injury or illness whilst deployed, they are eligible to claim workers' compensation under the *Safety, Rehabilitation and Compensation Act 1988* administered by Comcare.
10. Conditions of service for APS and ASD employees in areas of operation are set on the principle that they align with conditions for ADF members to the extent practicable and appropriate. However, noting the different nature of ADF and APS work, this does not extend to compensation coverage under legislation administered by the Department of Veterans' Affairs, including the *Military, Rehabilitation and Compensation Act 2004*.
11. Joint Health Command provide pre and post deployment psychological screening. Full details of support provided to APS employees is detailed at [Attachment C](#).

s47F



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MILPERSMAN Pt 11 Ch 6 - CIVILIANS SUPPORTING AUSTRALIAN DEFENCE FORCE OPERATIONS

6.3 Civilians will only be authorised to accompany the ADF in support of overseas operations when the force commander can provide for their security and support and Defence can meet its legal obligations in accordance with the *Work Health and Safety Act 2011*. Accompanying civilians are to be adequately prepared and agree to be subject to the control of the force commander.

6.22 CJOPS, through HQJOC and in conjunction with the relevant DEP SEC, Service Chief or employer is to ensure that civilians who are nominated for deployment on ADF operations in the AO are suitably prepared and fit for such deployment.

6.26 Commander Joint Health is responsible for:

- a. providing pre- and post-deployment psychological screening to Defence employees in conjunction with 1 PSYCH Unit
- b. confirming the fitness of civilians for deployment to the AO.

6.46 CJOPS is responsible for approving suitably qualified and prepared Defence employees to accompany the ADF in an AO, subject to their satisfactory completion of force preparation training and pre-departure requirements, as determined by HQJOC.

6.74 The civilian is to ensure they are adequately prepared and have completed all the necessary administrative requirements with respect to, but not limited to:

- a. force preparation training—for example, awareness of the environment, risks, local customs, security requirements and routine
- b. passports and visas
- c. health checks and certifications
- d. psychological screening and support in accordance with the Defence Health Manual Part 10 Chapter 2—*Operational Mental Health Screening*
- e. identification cards or passes
- f. security clearances
- g. Primary Emergency Contact/Emergency Contact/Next of Kin details including registering with the National Welfare Coordination Centre (NWCC).

6.77 Personnel administration and logistical support for civilians authorised to accompany the ADF overseas on operations will be provided by the ADF while they are in the AO unless explicitly detailed otherwise in a Field Statement Requirement, Statement of Work, Memorandum of Understanding, Memorandum of Agreement or Deed. This support can include:

- a. accommodation
- b. messing
- c. rations
- d. canteen

e. amenities

f. health and psychological care

g. welfare services

h. pastoral care.

6.84 **Health care.** Prior to departure to the AO medical and dental screening and checks of civilians will be conducted by non-Defence health care providers as per CJOPS Directive 42/19—*Civilians Accompanying the ADF on Overseas Operations*.

Emergency and acute medical and dental care, psychological and mental health care and outpatient support (as defined in relevant HQJOC Standing Orders) is to be arranged and provided at Commonwealth expense for all civilians authorised to accompany the ADF overseas on operations. Details are also to be identified in the HQJOC Support Order for the particular operation.

6.85 In the event that a civilian authorised to accompany the ADF overseas has to be evacuated from the AO and returned to Australia casualty reception, transfer and ongoing health care is to be funded through the relevant workers' compensation scheme and arranged and coordinated by the parent employer or organisation.

6.90 HQJOC is responsible for the movement of civilians out of the overseas AO to their home destination both for leave purposes and at the end of their period of employment in an AO. Control by CJOPS over civilians and HQJOC administrative and support responsibilities cease upon their return to Australia or their departure from the AO at the end of their employment in the AO.

6.91 Activities for Defence employees reintegrating after completion of duties in the AO are contained in APSPP 1.3.9.1—*APS Employees in Areas of Operation*. Local administrative and support responsibilities for the employees revert to the relevant DEP SEC or Service Chief.

6.92 **Reintegration.** Reintegration of Defence employees into the workplace would typically include the following activities:

a. security debriefing

b. leave and rest

c. health checks and screenings

d. psychological screening and support in accordance with Defence Health Manual Part 10 Chapter 2—*Operational Mental Health Screening*

e. wellbeing or welfare support via the Employee Assistance Program

f. administrative aspects relating to the official recording of time spent in the AO

g. finalisation of accrued benefits

h. return of personnel protective equipment and other clothing

i. recognition of service in the AO as applicable

j. post-employment reporting, as required by the relevant DEP SEC or Service Chief.

6.100 Family support. Support to families of Defence employees who are in the AO is the responsibility of the Defence employee's DEP SEC or Service Chief through the Employee Assistance Program (EAP). The DEP SEC or Service Chief may seek specialist advice and support from AS DCO, particularly in the event of a Defence employee becoming a casualty

CJOPS Operational Support Library – Part 2, Vol 1, Ch 1.7 - Civilians Accompanying the ADF on Operations

[This replaced the cancelled CJOPS DIRECTIVE 42/19 - CIVILIANS ACCOMPANYING THE ADF ON OVERSEAS OPERATIONS - s47E(d)]

Provides detail on the procedures for civilian pers entering the AO, including:

- Stages of Deployment
- Pre-deployment requirements
 - o Agreement to become a Defence Civilian
 - o Principles
- Force Assignment
 - o Agency Deployment Requirements
 - o Medical and Dental Clearances and Waivers
- Health (pre-deployment clearances)
- Force Preparation Course
- Equipping and Kitting
- Management of Defence APS employees during Deployment
- Deployment
- Post Deployment

16. It is CJOPS's role to ensure civilian personnel will be afforded the same level of personnel support (except leave, pay and allowances) as that provided to ADF personnel, unless otherwise specified within their contract. As a general rule, JOC is responsible for:

- a. coordination of force preparations requirements and pre-deployment advice
- b. coordination and execution of strategic movements
- c. force protection and coordination of local security
- d. strategic Aero Medical Evacuation (AME) repatriation
- e. repatriation of human remains to Australia in the event of a fatality
- f. local administration, including:
 - (1) accommodation
 - (2) rationing
 - (3) communications
 - (4) health support
 - (5) postal facilities
 - (6) amenities support.

Annex A to OSL Ch 1.7 – Stages of Deployment

Covers documentation process, including:

- HQJOC Deployment Certification
- ADF Disciplinary Consent forms
- Pre-Deployment Medical and Dental Assessments (para 6 details)

5. All individuals identified to deploy in support of ADF operations must be medically and dentally fit for deployment. Certification of medical and dental fitness can only be provided by qualified medical and dental practitioners following a comprehensive patient examination.

14. FPC for all operations are conducted by 39OSB at Randwick Barracks, Sydney. This course is a requirement for all civilians accompanying the ADF on operations. The course length varies based upon the specific operational area for which it is conducted.

37. Post deployment Health Requirements. HQJOC J07 Director Health strongly recommends that individuals who become unwell post deployment should consult their GP in the first instance. It is the individual's responsibility to engage with health professionals in the post deployment phase.

Return-to-Australia Psychological Screening (RtAPS). The Health Support Annex pertinent to the deployment location will advise when this screening is required.

a. OGA and NGA civilians, when deployed to an area where ADF Psychology Support Teams (PsST) are located, are required to undergo the RtAPS process within 14 days prior to leaving the AO. If the RtAPS process is not completed prior to departure, the individual is to undergo screening within seven days of their return to Australia

b. OGA and NGA individuals are to complete the RtAPS process as directed by their parent organisation's policy requirements.

Annex B to SOSL Ch 1.7 - SPONSORING ORGANISATION SINGLE POINT OF CONTACT (SPOC) RESPONSIBILITIES

Goes into further detail on parent org responsibilities – Pre-deployment and Post-deployment.

3b. Post Deployment:

- (1) Coordinate post deployment psychological screening if required
- (2) Coordinate post deployment medical

Relevant information for civilians is linked from JOC J1 Sharepoint Site:

Civilians Accompanying the ADF on Operations, Exercises and Activities

s47E(d)

From: s47E(d)
To: s47E(d)
Subject: 20230530 1219 - s47E(d) DRAFT Ministerial response - s47F
Date: Tuesday, 30 May 2023 12:19:31 PM
Attachments: [image005.png](#)
[image006.jpg](#)
[AO - APS supports - Back Brief1 - Ap Comments.docx](#)
[image001.png](#)

~~OFFICIAL Sensitive Personal Privacy~~

Good afternoon s47E(d)

s22

Please find attached my comments to your back brief. I am unable to provide any relevant knowledge on the DVA conditions, Post deployment, but have provided comments where I am able.

Kind regards

s47E(d)
Senior Liaison Officer
International Education & Training | Enabling and Executive Branch
International Policy Division

Department of Defence | Strategy, Policy, & Industry Group
Russell Offices | PO Box 7902 | Canberra BC ACT 2610
T: s47E(d) | M: s22
s47E(d)@defence.gov.au or s47E(d)@defence.gov.au

cid:image001.png@01D8FDC2.10C41BC0



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From: s47E(d)@defence.gov.au
Sent: Monday, 29 May 2023 4:33 PM
To: s47E(d)@defence.gov.au
Subject: FW: DRAFT Ministerial response - s47F [SEC=]

~~OFFICIAL Sensitive Personal Privacy~~

Hi s47E(d)

s22

Re: ministerial that I sent to you several weeks ago - I've drafted a back brief for our FAS to review and my Director has come back with some additional questions (see comments in document). Given your extensive experience and knowledge in this space, you'd be a good place to start with answering some of these questions?

Your prompt response is very much appreciated – I'm happy for you to add your advice to the relevant comments on the document.

Thanks in advance!

s47E(d)

Assistant Director APS Rehabilitation
Work Health & Safety | People Services Division
Defence People Group | Department of Defence

s47E(d) | Defence Plaza Melbourne
661 Bourke Street | Melbourne | VIC 3000

s47E(d)



Connect with People Group services

[PeopleConnect](#)

1800DEFENCE - P: s47E(d) | E: s47E(d)@defence.gov.au

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From: s47E(d)@defence.gov.au>

Sent: Friday, 26 May 2023 3:51 PM

To: s47E(d)@defence.gov.au>

Subject: RE: DRAFT Ministerial response -s47F [SEC-~~OFFICIAL~~Sensitive,
~~ACCESS- Personal Privacy~~]

OFFICIAL: Sensitive Personal-Privacy

Hi s47E
(d)

Thank you for your work on the attached brief. I have made some comments/ideas.

Happy to discuss.

Regards

s47E(d)
Director APS Rehabilitation
Work Health & Safety | People Services Division
Defence People Group | Department of Defence

Brindabella Park | PO Box 7927 | Canberra BC 2610

P: s47E(d)

M: s22

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From: s47E(d)
To: s47E(d)
Cc: s47E(d)
Subject: 20230530 1642 - s47E(d) - [s47E(d)] ACTION - review and provide feedback [AO - APS supports - Back Brief1] - due 2/6/23
Date: Tuesday, 30 May 2023 4:42:43 PM
Attachments: [image001.png](#)
[image002.jpg](#)
[AO - APS supports - Back Brief1.docx](#)
[DPM Signed Response s47F df](#)
[22.09.30 Letter from s47F pdf](#)

~~OFFICIAL, Sensitive & Personal Privacy~~

Good afternoon s47E(d) John

Action Required
In the spirit of consulting early and often, s47E(d) had drafted a back brief regarding the supports provided APS employees who have supported ADF operations.
Context
Please review and provided feedback on back brief and other suggestions not yet considered or aware of?
Consultation
Outline the consultation process <ul style="list-style-type: none">Not as yet

Due date in is flexible.

Regards

s47E(d)

Director APS Rehabilitation
Work Health & Safety | People Services Division
[Defence People Group](#) | Department of Defence

Brindabella Park | PO Box 7927 | Canberra BC 2610

P: s47E(d)

M: s22

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1800DEFENCE - P: s47E(d) | E: s47E(d) [@defence.gov.au](#)

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From: s47E(d)@defence.gov.au>

Sent: Wednesday, 24 May 2023 2:56 PM

To: s47E(d)@defence.gov.au>

Subject: DRAFT Ministerial response - s47F SEC=

Private

~~OFFICIAL, Sensitive Personal Privacy~~

Hi s47E(d)

Please find attached the following documents in response to s47F ministerial:

- Original ministerial
- Back brief
- Ministerial response to Deputy PM

As discussed, this is a draft, and wanted to ensure I was on the right track with my thoughts. As mentioned previously, this is a HUGE piece of work if there is to be a change as s47F is requesting, as it would entail the need to change the current legislation which is much greater than anything we can possibly resolve.

Your feedback is welcomed.

Many thanks,

s47E(d)

Assistant Director APS Rehabilitation

Work Health & Safety | People Services Division

[Defence People Group](#) | Department of Defence

s47E(d) Defence Plaza Melbourne
661 Bourke Street | Melbourne | VIC 3000

s47E(d)



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1800DEFENCE - P: s47E(d) | E: s47E(d) [@defence.gov.au](mailto:s47E(d)@defence.gov.au)

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From: s47E(d)
To: s47E(d)
Cc: s47E(d)
Subject: 20230628 1024 - [s47E(d)]-[s47E(d)] DRAFT Ministerial response - s47F
Date: Wednesday, 28 June 2023 10:24:02 AM
Attachments: [image001.png](#)
[image002.png](#)
[22.09.30 Letter from s47F.pdf](#)
[AO - APS supports - Back Brief2.docx](#)
[s47F.docm](#)
[image003.jpg](#)

~~OFFICIAL SECRETARY OF DEFENCE~~

Hi John

For your feedback

Regards

s47E(d)
Director APS Rehabilitation
Work Health & Safety | People Services Division
[Defence People Group](#) | Department of Defence

Brindabella Park | PO Box 7927 | Canberra BC 2610

P: s47E(d)

M: s22

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[PeopleConnect](#)

1800DEFENCE - P: s47E(d) | E: s47E(d)@defence.gov.au

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From: s47E(d)@defence.gov.au>

Sent: Sunday, 18 June 2023 1:42 PM

To: s47E(d)@defence.gov.au>; s47E(d)

s47E(d)r@defence.gov.au>; s47E(d)

s47E(d) >
Cc: s47E(d) @defence.gov.au; s47E(d)
s47E(d) @defence.gov.au>
Subject: DRAFT Ministerial response - s47F [SEC= ~~OFFICIAL, Sensitive, ACCESS - Personal~~
~~Privacy~~]

Good afternoon colleagues,

s47E(d) has kindly been assisting me with a ministerial that APS rehabilitation has received which includes a large component on international policy re ADF/APS members. I thought it would be best to get some expert eyes over the back brief and draft response before sending up any higher. Your names were put forward 😊

I would be grateful if you could provide any advice and guidance that may assist. You will see some 'comments' in the back brief that I'm hoping one of you may be able to help with.

s22 however if you have any questions please reach out to s47E(d) (Director, APS Rehab).

Thanks in advance for your time.

s47E(d)
Assistant Director APS Rehabilitation
Work Health & Safety | People Services Division
Defence People Group | Department of Defence

s47E(d) Defence Plaza Melbourne
661 Bourke Street | Melbourne | VIC 3000

s47E(d)



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1800DEFENCE - P: s47E(d) | E: s47E(d) @defence.gov.au

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From: s47E(d) <[redacted]@defence.gov.au>
Sent: Tuesday, 13 June 2023 8:38 AM
To: s47E(d) <[redacted]@defence.gov.au>
Cc: s47E(d) <[redacted]@defence.gov.au>
Subject: RE: DRAFT Ministerial response - s47F [SEC-~~OFFICIAL~~, Sensitive,
~~ACCESS - Personal Privacy~~]

~~OFFICIAL: Sensitive Personal Privacy~~

Good morning s47E(d)

s22

For consult within International Policy Division, I would recommending approaching our AMEOPS team (Africa, Middle East & UN Peace Keeping) – Director of the team is s47E(d), however Assistant Director is s47E(d). Further, My current Director s47E(d), would be a very good background consult. s47E(d)

[redacted]
[redacted]
[redacted] I have already mentioned your request to
s47E(d) s22 recommend you seek
s47E(d) input, which will be invaluable and relevant.

Hope this assists.

Kind regards

s47E(d)
Senior Liaison Officer
International Education & Training | Enabling and Executive Branch
International Policy Division

Department of Defence | Strategy, Policy, & Industry Group
Russell Offices | PO Box 7902 | Canberra BC ACT 2610
T: s [redacted] | M: s22
s47E(d) <[redacted]@defence.gov.au> or s47E(d) <[redacted]@defence.gov.au>

cid:image001.png@01D8FDC2.10C41BC0



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From: s47E(d)
To: s47E(d)
Cc: s47E(d); s47E(d); s47E(d); s47E(d)
Subject: 20230629 2036 - [s47E(d)]-[s47E(d)] DRAFT Ministerial response - s47F
Date: Thursday, 29 June 2023 8:36:57 PM
Attachments: [image001.png](#)
[image004.png](#)
[image005.png](#)
s47F [raft-edit.docm]
[image002.png](#)

Evening s47E,
(d)

s22

Our Middle East desk have reviewed for any equities, and have no comments. My team doesn't have anything to do with overseas personnel matters here in IP, that role is undertaken by our Defence Attache and Overseas Management (DAOM) team. However, they don't have responsibility for any deployment/operational personnel policy apart from applying relevant DPG policy. All our staff currently deploy under peacetime conditions of service. DAOM Director, s47E(d) recommends engaging more fully with HQJOC or MSC on these issues as well. s47E(d) has also reviewed the letter and had a couple of comments/queries that may help in its development, but formal consultation on the response isn't necessary for us.

That being said, we have many staff who have deployed on warlike operations in the past and would have experiences to contribute to any internal DPG review of extant policy that occurs in future on this issue.

Kind regards,

s47E(d)

Director International Training and Visits
International Policy Division, Department of Defence
Phone: s47E(d) Mobile: s22

s22



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From: s47E(d)@defence.gov.au
Sent: Wednesday, 28 June 2023 9:02 AM

To: s47E(d) @defence.gov.au; s47E(d)
s47E(d) @defence.gov.au; s47E(d)
s47E(d) @defence.gov.au
Cc: s47E(d) @defence.gov.au
Subject: RE: DRAFT Ministerial response - s47F [SEC=OFFICIAL, Sensitive,]

~~OFFICIAL, Sensitive, Personal Privacy~~

Good morning all,

I hope this email finds you well.

I need to finalise our response, and hoping you'd be able to provide your feedback to me by COB 30 June 23. Your input is vital to the response so it would be greatly appreciated if you could have a read through the documents previously provided.

Many thanks,

s47E(d)
Assistant Director APS Rehabilitation
Work Health & Safety | People Services Division
Defence People Group | Department of Defence

s47E(d) | Defence Plaza Melbourne
661 Bourke Street | Melbourne | VIC 3000

s47E(d)



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From: s47E(d)
Sent: Sunday, 18 June 2023 1:42 PM
To: s47E(d) @defence.gov.au; s47E(d)

s47E(d) @defence.gov.au>; s47E(d)
s47E(d) @defence.gov.au>
Cc: s47E(d) @defence.gov.au>; s47E(d)
<s47E(d) @defence.gov.au>
Subject: DRAFT Ministerial response - s47F [SEC= ~~Official Sensitive, Access Restricted~~]

Good afternoon colleagues,

s47E(d) has kindly been assisting me with a ministerial that APS rehabilitation has received which includes a large component on international policy re ADF/APS members. I thought it would be best to get some expert eyes over the back brief and draft response before sending up any higher. Your names were put forward ☺

I would be grateful if you could provide any advice and guidance that may assist. You will see some 'comments' in the back brief that I'm hoping one of you may be able to help with.

s22 if you have any questions please reach out to s47E(d) (Director, APS Rehab).

Thanks in advance for your time.

s47E(d)
Assistant Director APS Rehabilitation
Work Health & Safety | People Services Division
Defence People Group | Department of Defence

s47E(d) | Defence Plaza Melbourne
661 Bourke Street | Melbourne | VIC 3000

s47E(d)



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From: s47E(d) <[redacted]@defence.gov.au>
Sent: Tuesday, 13 June 2023 8:38 AM
To: s47E(d) <[redacted]@defence.gov.au>
Cc: s47E(d) <[redacted]@defence.gov.au>
Subject: RE: DRAFT Ministerial response - s47F [SEC=OFFICIAL:Sensitive,
[redacted]]

~~OFFICIAL: Sensitive Personal Privacy~~

Good morning s47E(d)

s22

For consult within International Policy Division, I would recommending approaching our AMEOPS team (Africa, Middle East & UN Peace Keeping) – Director of the team is s47E(d), however Assistant Director is s47E(d). Further, My current Director s47E(d), would be a very good background consult. s47E(d)

[redacted] I have already mentioned your request to
s47E(d) s22 recommend you seek
s47E(d) input, which will be invaluable and relevant.

Hope this assists.

Kind regards

s47E(d)
Senior Liaison Officer
International Education & Training | Enabling and Executive Branch
International Policy Division

Department of Defence | Strategy, Policy, & Industry Group
Russell Offices | PO Box 7902 | Canberra BC ACT 2610
T: s47E(d) M: s22
s47E(d) <[redacted]@defence.gov.au> or s47E(d) <[redacted]@defence.gov.au>

cid:image001.png@01D8FDC2.10C41BC0



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From: s47E(d)
To: [Love, John MR](#)^{s47}
Cc: s47E(d)
Subject: 20231122 0908 - [s47E(d)]-[Love, John MR^{s47E} 20231117 1339 - [s47E(d)]-[s47E(d)]
John MR^{s47E} Ministerial - s4 / F Final draft
Date: Wednesday, 22 November 2023 8:08:46 AM
Attachments: [image001.png](#)
[image002.jpg](#)
[22.09.30 Letter from s47F.pdf](#)
[Back brief to FAS.docm](#)
[Dept of Defence - Post Deployment Counselling - Coverge Quote and proposal.pdf](#)
[Draft APS Post deployment Support Review.docx](#)
[Ministerial response to Deputy Prime Minister.docm](#)

~~OFFICIAL: Sensitive Personal Privacy~~

Hi John

Please see attachments, I hope this assists.

Regards

s47E(d)
Director APS Rehabilitation
HR Services | People Services and Wellbeing Division
Defence People Group | Department of Defence

Brindabella Park | PO Box 7927 | Canberra BC 2610
P: s47E(d)
M: s22

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From: s47E(d) [@defence.gov.au](#)>
Sent: Friday, 17 November 2023 1:40 PM
To: Love, John MR s47E(d) [@defence.gov.au](#)>

Cc: s47E(d) [redacted]@defence.gov.au>

Subject: 20231117 1339 - [s47E(d) [redacted]]-[Love, John MR [s47E(d) [redacted]] Ministerial - s47F [redacted] - Final draft

~~OFFICIAL - Sensitive Personal Policy~~

Hi John,

As you're aware, we've been doing some work on post deployment supports for APS employees (which originally came through a ministerial from s47F [redacted] to Deputy Prime Minister).

I have now finalised my report, and wanted to get your feedback before we send up to Cassie for endorsement. It is my hope to get this to Cassie next week as s47F [redacted] has gone back to the DPM asking on its progress.

I have provided the OBJ link, and the following documentation can be reviewed:

- Letter from s47F [redacted]
- Quote and proposal from Converge
- Back brief to FAS
- Review paper
- Draft response to Deputy Prime Minister

I am working with s47E [redacted] (in s47E(d) [redacted] team to formulate a comms plan s47E(d) [redacted]) but in the interim the service will be made available immediately.

I'm hopeful that the work done thus far encapsulates what s47F [redacted] was providing feedback on, and will be a great service to those APS employees (former and current) who have been deployed.

Your feedback is much appreciated.

Thanks,

s47E(d) [redacted]
Assistant Director APS Rehabilitation
HR Services | People Services and Wellbeing Division
[Defence People Group](#) | Department of Defence

s47E(d) [redacted] | Defence Plaza Melbourne
851 Bourke Street | Melbourne | VIC 3000

s47E(d) [redacted]



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